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1 **AN ACT** *to create* 256.35 (1) (cg), (ee), (em), (es), (hg) and (hr) and 256.35 (13) of the
2 statutes; **relating to:** 911 calls made from multiline telephone systems.

The people of the state of Wisconsin, represented in senate and assembly, do enact as follows:

JOINT LEGISLATIVE COUNCIL PREFATORY NOTE: This bill draft was prepared for the Joint Legislative Council's Special Committee on 911 Communications.

It creates a requirement that an owner or operator of a multiline telephone system design and maintain the system to provide location and callback information to a public safety answering point when a 911 call is made. This requirement applies to all systems put into service after the first day of the 7th month after the effective date of this draft. All systems must meet the requirement 10 years after the effective date, with a number of exceptions listed below.

Shared residential multiline systems, whether newly put into service or existing, have until the first day of the 7th month after the effective date of this draft to provide location and callback information to a public safety answering point when a 911 call is made.

Some systems are not subject to the requirements imposed under this draft. These include multiline systems serving an area that is less than 7,000 square feet and on one level, systems put in place for a limited period of time, key systems, and systems for which the owner or operator establishes an alternative method for providing location and callback number information that is approved by the chief officer of every public safety answering point serving the system.

This draft further imposes a requirement that every owner or operator of a multiline telephone system instruct each user of the system as to how to call for emergency assistance from a telephone in the system.

3 **SECTION 1.** 256.35 (1) (cg), (ee), (em), (es), (hg) and (hr) of the statutes are created to
4 read:

5 256.35 (1) (cg) "Callback number" means a number used by the public safety answering
6 point to recontact the location from which a 911 call was placed.

1 (ee) “Emergency response location” means a location to which emergency response
2 personnel may be dispatched that is specific enough that emergency response personnel are
3 likely to quickly locate a caller who places a call to 911 from within that location.

4 (em) “Key system” means a multiline system that provides shared access by requiring
5 a user to directly select outgoing lines or incoming calls through the use of buttons, keys, or
6 other devices on the telephone.

7 (es) “Multiline system” means a system comprised of a common control unit or units,
8 telephone sets, control hardware and software, and adjunct systems used to support telephonic
9 services to multiple stations, including network and premises-based systems.

10 (hg) “Residential facility” includes single-family facilities, multi-family facilities, and
11 facilities that provide temporary residence, including health care facilities, extended care
12 facilities, dormitories, hotels, and motels.

13 (hr) “Shared residential multiline system” means a multiline telephone system serving
14 multiple residences in one or more residential facilities.

15 **SECTION 2.** 256.35 (13) of the statutes is created to read:

16 **256.35 (13) MULTILINE SYSTEM 911 REQUIREMENTS.** (a) *Duties.* Except as provided in
17 par. (b):

18 1. ‘In general.’ Every owner or operator of a multiline system, except for a shared
19 residential multiline system, shall design and maintain the system to provide to public safety
20 answering points a callback number and an emergency response location for any user of the
21 multiline system that places a call to 911. For a multiline system put into service before the
22 first day of the 7th month beginning after the effective date of this subdivision [LRB inserts
23 date], the duty under this subdivision does not apply until the first day of the 121st month
24 beginning after the effective date of this subdivision [LRB inserts date].

NOTE: Any multiline system put into service on or after the first day of the 7th month after the effective date must meet this requirement when put into service. Systems put into service before that date have approximately 10 years to meet this requirement.

2. ‘Shared residential multiline systems.’ Beginning on the first day of the 7th month beginning after the effective date of this subdivision [LRB inserts date], every owner or operator of a shared residential multiline system shall ensure that a call to 911 from the system results in the transmission to the public safety answering point of automatic number identification and automatic location identification that is distinctive to the residential unit from which the call to 911 was placed.

(b) *Exceptions.* Subdivision (a) 1. does not apply to any of the following:

1. A multiline system that serves an area [a business] on a single level in a single building that is less than 7,000 square feet.

2. A multiline system put into service at a location for a period of time not exceeding [30 days] [60 days] [90 days] [180 days].

3. A multiline system that is a key system.

NOTE: The key system exception applies to any multiline system, even a shared residential multiline system, and the exception applies regardless of when the key system is put into service.

4. A multiline system that employs methods for identifying emergency response location and callback number that is approved by the chief officer of each public safety answering point serving the multiline system.

(c) *Dialing instructions.* Every owner or operator of a multiline telephone system shall instruct each user of the multiline telephone system as to how to call for emergency assistance from the multiline telephone system.

(END)