

STATE OF MICHIGAN  
BEFORE THE MICHIGAN PUBLIC SERVICE COMMISSION

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In the matter, on the Commission's own motion,	)	
to promulgate rules governing multiline telephone	)	Case No. U-16439
systems.	)	
_____	)	

At the October 20, 2011 meeting of the Michigan Public Service Commission in Lansing,  
Michigan.

PRESENT: Hon. John D. Quackenbush, Chairman  
Hon. Orjiakor N. Isiogu, Commissioner  
Hon. Greg R. White, Commissioner

**ORDER**

On August 31, 2010, the Commission sought permission from the then-named State Office of Administrative Hearings and Rules (SOAHR)<sup>1</sup> to promulgate rules for multiline telephone systems regarding the installation of equipment and software necessary to provide specific location information for a 9-1-1 call. SOAHR approved the request for rulemaking, SOAHR #2010-040, the same day. The Commission submitted the draft rules to SOAHR and the Legislative Service Bureau (LSB) for informal approvals, which were granted on January 28, 2011, and February 15, 2011, respectively.

On February 25, 2011, the Commission issued an order providing the public with an opportunity to comment on the proposed rule revisions. A public hearing was held on April 19,

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<sup>1</sup>Effective April 25, 2011, SOAHR is now known as the Office of Regulatory Reinvention (ORR).

2011, and written comments were received. On June 16, 2011, the Commission approved the revised rules and submitted them to ORR and LSB for their formal approvals, which were granted on August 31, 2011, and September 2, 2011, respectively.

On September 2, 2011, the rules were filed with the Joint Committee on Administrative Rules (JCAR), which, by virtue of MCL 24.245a(1), had 15 session days to object to the rules by filing a notice of objection. JCAR did not take any action to prevent the rules from being transmitted to the Secretary of State. The Commission therefore has the authority to formally adopt these rules.

THEREFORE, IT IS ORDERED that the rules governing 9-1-1 multiline service, attached to this order as Exhibit A, are adopted and transmitted to the Office of Regulatory Reinvention for filing with the Secretary of State.

The Commission reserves jurisdiction and may issue further orders as necessary.

MICHIGAN PUBLIC SERVICE COMMISSION

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John D. Quackenbush, Chairman

By its action of October 20, 2011.

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Orjiakor N. Isiogu, Commissioner

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Mary Jo Kunkle, Executive Secretary

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Greg R. White, Commissioner

DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS

PUBLIC SERVICE COMMISSION

EMERGENCY 9-1-1 SERVICES  
Multiline Telephone Systems

Filed with the Secretary of State on

These rules become effective immediately upon filing with the Secretary of State unless adopted under section 33, 44, or 45a(6) of 1969 PA 306. Rules adopted under these sections become effective 7 days after filing with the Secretary of State.

(By authority conferred on the public service commission by sections 405 and 413 of 1986 PA 32, MCL 484.1405 and 484.1413)

R 484.901, R 484.902, R 484.903, R 484.904, R 484.905, and R 484.906 are added to the Michigan Administrative Code as follows:

PART 1. GENERAL PROVISIONS

R 484.901 Applicability.

Rule 1. (1) These rules apply to multiline telephone system operators as defined in Part 1, Rule 2 of these rules.

(2) Provisions of these rules shall be mandatory not later than the date specified in MCL 484.1405.

R 484.902 Definitions.

Rule 2. (1) As used in these rules:

(a) "Act" means the emergency 9-1-1 service enabling act, 1986 PA 32, MCL 484.1101 *et seq.*

(b) "Alternative methods of notification" means that an internal system exists which will locate the communications device used to make a 9-1-1 call and initiate an emergency response.

(c) "Communications device" means a device capable of accessing, connecting with or interfacing with a 9-1-1 system, exclusively through the numerals 9-1-1, by dialing, initializing, or otherwise activating the 9-1-1 system through the numerals 9-1-1 by means of a local telephone, cellular telephone, wireless communications device, interconnected voice over the internet device, or any other means.

(d) "Enhanced 9-1-1" or "E9-1-1" means an advanced form of 9-1-1 service that transmits the caller's telephone number to the public safety answering point, for cross-referencing with an address database to determine the caller's location, which is relayed to a video-monitor for the emergency dispatcher to direct public safety personnel responding to the emergency.

(e) "Multiline telephone system" or "MLTS" means a system comprised of common control unit or units, telephone sets with unique telephone numbers, and control hardware and software.

June 16, 2011

(f) "Multiline telephone system operator" or "MLTS operator" means a service user who owns, leases, or rents from a third party, and operates an MLTS.

(g) "Specific location" means a room or unit number, or room name, or equivalent unique designation of a portion of a structure or building to which a 9-1-1 emergency response team may be dispatched, and the caller quickly located, that is not more than 7,000 square feet.

## PART 2. MULTILINE TELEPHONE SYSTEM OPERATOR RESPONSIBILITIES

R 484.903 Multiline telephone system operator responsibilities.

Rule 3. (1) The MLTS operator shall assure that the multiline telephone system is capable of routing 9-1-1 calls to the 9-1-1 network, and answered by a primary PSAP, in a manner that the calls result in accurate ALI and ANI that can be verified in the 9-1-1 location database and include the specific location of the communications device.

(2) For a building having its own street address and containing an occupied area of 40,000 square feet or less, all located on a single floor and on a single contiguous property, the MLTS operator shall identify the specific location of each communications device, including the street address.

(3) For a building having its own street address and containing an occupied area of more than 40,000 square feet on multiple floors, the MLTS operator shall identify the specific location of each communications device including the street address and building floor.

(4) For separate buildings, using one MLTS, containing a total occupied area between 7,000 square feet and 40,000 square feet on multiple floors and on a single contiguous property having a common public street address, the MLTS operator shall identify the specific location of each communications device in each building, including the street address, building floor and any unique building identifier, if applicable.

(5) For separate buildings, using one MLTS, containing an occupied area of more than 40,000 square feet, all located on a single floor and on a single contiguous property and having a common public street address, the MLTS operator shall identify the specific location of each communications device in each building, in addition to the street address.

## PART 3. EXEMPTIONS

R 484.904 Exemptions.

Rule 4. (1) The MLTS operator is exempt from the specific location identification requirements if the building maintains, on a 24-hour basis, an alternative method of notification and adequate means of signaling and responding to emergencies including, but not limited to, a communications system that provides the specific location of 9-1-1 calls from within the building or the building is serviced with its own appropriate medical, fire, and security personnel.

(2) MLTS operators not serviced by enhanced 9-1-1 service are exempt until enhanced 9-1-1 is available.

PART 4. REMEDIES AND PENALTIES

R 484.905 Remedies.

Rule 5. MLTS operators in violation of the act after December 31, 2011 must provide the commission and the committee information on the failure to meet the deadline and within 60 days of the violation provide a plan to remedy the failure within 6 months.

R 484.906 Penalties.

Rule 6. MLTS operators in violation of the act after December 31, 2011 may be assessed a fine by the commission from \$500.00 to \$5,000.00 per offense.

# P R O O F O F S E R V I C E

STATE OF MICHIGAN )

Case No. U-16439

County of Ingham )

Mignon Middlebrook being duly sworn, deposes and says that on October 20, 2011 A.D. she served a copy of the attached Commission Order by first class mail, postage prepaid, or by inter-departmental mail, to the persons as shown on the attached service list.

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Mignon Middlebrook

Subscribed and sworn to before me  
This 20<sup>th</sup> day of October 2011

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Gloria Pearl Jones  
Notary Public, Ingham County, MI  
My Commission Expires June 5, 2016

Service List U-16439

Sharon L. Feldman  
Michigan Administrative Hearing System - MPSC  
Hearings  
6545 Mercantile Way, Suite 14  
Lansing MI 48911

# P R O O F   O F   S E R V I C E

STATE OF MICHIGAN    )

Case No. U-16439

County of Ingham        )

Lisa Felice being duly sworn, deposes and says that on October 20, 2011 A.D. she served a copy of the attached **Commission Order (Commission's Own Motion) via e-mail transmission**, to the persons as shown on the attached service list (Listserv Distribution List).

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Lisa Felice

Subscribed and sworn to before me  
this 20th day of October 2011

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Gloria Pearl Jones  
Notary Public, Ingham County, MI  
My Commission Expires June 5, 2016

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First Communications, LCC  
First Communications  
Frontier Communications  
Intrado Communications, Inc.  
McGraw Communications, Inc.  
Media Gate Communications, Inc.  
Metropolitan Communications  
Nexus Communications  
NOS Communications, Inc.  
Osirus Communications, Inc.  
PaeTec Communications, Inc.  
Quantum Shift Communications  
Quick Communications  
Quick Communications, Inc.  
Reliant Communications, Inc.  
South American Communications  
TransNational Communications  
Trinsic Communications, Inc.  
United Communications, Inc. dba  
Allendale Telephone Company  
Baraga Telephone Company  
Barry County Telephone Company  
Carr Telephone Company  
Chapin Telephone Company  
Climax Telephone Company  
Cypress Communications Operating  
Hiawatha Telephone Company  
IBFA Acquisition Company  
Kaleva Telephone Company  
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Lennon Telephone Company  
Ogden Telephone Company  
Peninsula Telephone Company  
Peninsula Telephone Company  
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Covista, Inc.  
Jie Cui  
CynergyComm.Net, Inc.  
McLeod USA d/b/a Paetec Business  
  
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DayStarr, LLC dba DayStarr  
  
Bell South Long Distance, Inc.,  
  
RACC Enterprises, LLC  
Deerfield Farmers' Telephone Co.  
Lisa Felice  
Vicki Goodburne  
Grid4 Communications Inc.  
Campus Communications Group  
Lynx Network Group  
BCN Telecom Inc.  
Building Communications Inc.  
Bulls Eye Telecom Inc.  
CIMCO Communications Inc.  
Intrado Communications Inc.  
Solarity Communications Inc.  
Talk America Inc., dba Cavalier  
  
TouchTone Communications Inc.  
Verizon North Inc.  
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U.S. Xchange of Michigan, LLC dba  
  
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JAS Networks & EagleNet  
New Edge Networks  
NextG Networks  
Waypoint Fiber Networks, LLC  
Ygnition Networks, Inc.  
Norlight, Inc. dba Cinergy  
  
Verizon North  
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