

480-120-340 Enhanced 9-1-1 (E911) obligations of local exchange companies.

“Private branch exchange (PBX)” means customer premises equipment installed on the subscriber's premises that functions as a switch, permitting the subscriber to receive incoming calls, to dial any other telephone on the premises, to access a tie trunk leading to another PBX or to access an outside trunk to the public switched telephone network.

(1) Local exchange companies (LECs) must provide enhanced 9-1-1(E911) services including:

(a) For single line service, the ability for customers to dial 911 with the call and caller's phone number transmitted to the E911 ~~system~~ selective router serving the location of the point of presence for that line;

(b) For multi-line customers, ~~the capability to identify the location of individual telephone stations at PBXs or similar equipment served by E911 service, where the PBX or similar equipment generates and forwards appropriate number identification information;~~ the ability for customers to dial 911 with the call and caller's station phone number transmitted to the E911 system selective router serving the location of the point of presence for that line;

(c) For pay phones, ~~the capability for the address to be displayed to the public safety answering point (PSAP). The address must be that of the phone instrument if it is different from the public access line demarcation point~~ the ability for customers to dial 911 with the call and caller's phone number transmitted to the E911 system selective router serving the location of the point of presence for that line. The phone number must be that of the pay phone.

(2) ~~LECs must supply to the database of the E911 system customer information in a nationally accepted format with that data updated within twenty-four hours of any customer information changes~~ (a) LECs that provide E911 data base management, whether directly or through contract, must provide to all PBX owners or their agents a simple, internet-based method to maintain station location information in the E911 database. The method must use a generally accepted national format for customer record information.

(b) LECs that provide E911 data base management, whether directly or through contract, must provide all other LECs a simple, internet-based method to maintain station location information for their non-PBX customers. Methods for maintaining station location information that are not internet-based may be offered in addition to the required internet-based method.

(c) LECs that provide pay phone access lines must maintain station location information for those access lines using a method required by subsection (b) of this subsection.

(3) LECs wishing to provide E911 services including selective routing, data base management and transmission of the call to a PSAP must file with the commission tariffs and supporting cost studies or price lists, whichever applies, ~~and supporting cost studies that specify the charges and terms for E911 services.~~