

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

“Private branch exchange (PBX)” means customer premises equipment installed on the customer's premises that functions as a switch, permitting the customer 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 offer enhanced 9-1-1(E911) services including:

(a) For single and multi-line service other than as described in subsection (b) or subsection (c) of this subsection (1), the capability of transmitting the call and the originating telephone number when a customer dials 911 to the E911 selective router serving the location for that line;

(b) For multi-line service involving lines served by a PBX or similar equipment that generates and forwards appropriate number identification information, the capability of transmitting the call and the originating station telephone number when a customer dials 911 to the E911 selective router serving the location for that line;

(c) For pay phones served by pay phone access lines (PALs), the capability of transmitting the call and the originating telephone number when a customer dials 911 to the E911 selective router serving the location for that line. The telephone number must be that of the pay phone, provided that the pay phone service provider attaches no more than one pay phone to each public access line or provided that the pay phone service provider uses equipment that generates and forwards to the LEC appropriate number identification information.

(2) (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, secure, 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 PALs must maintain station location information for those access lines using a method required by subsection (b) of this subsection (2).

(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, if required by the Commission, supporting cost studies or price lists, whichever applies, that specify the charges and terms for E911 services.