

TITLE 83: PUBLIC UTILITIES
CHAPTER I: ILLINOIS COMMERCE COMMISSION
SUBCHAPTER f: TELEPHONE UTILITIES

PART 726
REQUIREMENTS FOR BUSINESSES WITH PRIVATE BUSINESS SWITCH SERVICE
TO COMPLY WITH THE EMERGENCY TELEPHONE SYSTEM ACT

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Authority: Implementing and authorized by Section 15.6 of the Emergency Telephone System Act [50 ILCS 750/15.6].

Source: Emergency rules adopted at ____ Ill. Reg. _____, effective December 23, 1999, for a maximum of 150 days.

SUBPART A: GENERAL PROVISIONS

Section 726.100 Application of Part EMERGENCY

This Part shall apply to all private business switch operators in the State of Illinois except to the extent of any exemptions conferred by Section 15.6 (a) and (b) of the Emergency Telephone System Act [50 ILCS 750/15.6 (a) and (b)]. Also see Section 726.200 (c) and (d) of this Part.

Section 726.105 Definitions EMERGENCY

“Automatic Location Identification” or "ALI" - A feature or function that transmits the 9-1-1 caller's address and, where required, the Distinct Location identification to the public safety answering point (PSAP) in an Enhanced 9-1-1 system.

“Automatic Number Identification” or "ANI" - Automatic display of the 9-1-1 calling party's number on the PSAP monitor.

“Call referral” - A 9-1-1 service in which the Private Emergency Answering Point (PEAP) operator provides the calling party with the telephone number of the appropriate public safety agency or other providers of emergency services.

“Call relay “ - A 9-1-1 service whereby the PEAP operator takes the pertinent information from the caller and relays that information to the appropriate public safety agency or other emergency responders.

“Call transfer” - A 9-1-1 service in which the PSAP telecommunicator receiving a call will transfer the incoming call to the appropriate public safety agency or other emergency responders.

“Centrex-type service” - A telecommunications system that is central office based and has feature characteristics similar to a private branch exchange (PBX). The switching of calls both intercom and local/long distance is performed at the local exchange carriers facilities.

“Commission” - The Illinois Commerce Commission.

“Direct dispatch” - A 9-1-1 service that provides for the direct dispatch by a PEAP operator of the appropriate public safety agency or other emergency responders upon receipt of a telephone request for such services and the decision as to the proper action to be taken.

“Direct inward dialing” or “DID” - The ability for an outside caller to be connected to an internal telephone extension without intervention by an operator or attendant.

“Distinct Location Identification” or “DLI” - An additional location identification that provides specific identification of a building, complex or campus. A DLI could include a floor number, wing name/number and building name/number for every 40,000 square feet of workspace.

“Emergency call” - A telephone request for emergency services which requires immediate action to prevent loss of life, reduce bodily injury, prevent or reduce loss of property.

“Emergency responders” - Other providers of emergency services in addition to public safety agencies and private companies. These responders typically provide security protection, fire protection and medical assistance within a particular business that handles its internal 9-1-1 calls.

“Enhanced 9-1-1 or “E9-1-1” - An emergency telephone system with specific electronically controlled feature such as ALI, ANI, or selective routing, and that uses a Master Street Address Guide (MSAG) geographic file.

“Location identification” - The street address of the workspace.

“Master Street Address Guide” or “MSAG” - The computerized geographical file consisting of all streets and address data within the 9-1-1 system area. This database is the key to the selective routing capability of 9-1-1 systems. The data base matches an originating caller to a specific answering point based on the address data. The MSAG may require updating after the initial file is established.

“Private business switch service” - A telecommunications service such as Centrex type service or telecommunications equipment such as a private branch exchange service (PBX) system. The term “private business switch service” does not include key telephone systems or equivalent telephone systems registered with the Federal Communications Commission under 47 C.F.R. Part 68 when not used in conjunction with Centrex type and PBX sys-

tems. In instances where Centrex type service is used in conjunction with key telephone systems not emulating PBX functionality, the responsibility for passing ANI and ALI rests with the carrier providing the Centrex. Private business switch services are typically used by, but are not limited to, private businesses, corporations, not for profit organizations, schools, governmental units and industries where the telecommunications service is primarily for conducting business.

“Private Emergency Answering Point” or “PEAP” - A place within a business where the business operators answer and dispatch 9-1-1 calls from within its facility. A business must obtain certification to handle internal 9-1-1 calls from its internal switch.

“Public agency” - The State and any unit of local government or special purpose district located in whole or in part within this State that provides or has authority to provide fire fighting, police, ambulance, medical, or other emergency services.

“Public area” - An area within a building where the general public and/or the business entity customers have access on a regular basis. Such areas would include, but not be limited to, reception areas, corridors, lobby’s and waiting rooms.

“Public safety agency” - A functional division of a public agency that provides fire fighting, police, medical, or other emergency services.

“Public safety answering point” or “PSAP” - The PSAP is the initial answering location of a 9-1-1 call within a municipality or county. The PSAP is also know as a “Center.”

“Text telephone” or “TT” - A teletypewriter, a device that employs graphic or Braille communication in the transmission of coded signals through a wire or radio communication system.

“Workspace” - The physical building area where work is normally performed. This is a net square footage measurement which includes hallways, conference rooms, restrooms, break rooms, storage rooms but does not include wall thickness, shafts, heating/ventilating/air conditioning equipment spaces, mechanical/electrical spaces or other similar areas where employees do not normally have access.

SUBPART B: STANDARDS OF SERVICE

Section 726.200 General Standards and Requirements EMERGENCY

- a) The digits "9-1-1" shall be the primary emergency telephone number within a county or municipality that has received Commission approval of a 9-1-1 system. In areas where Enhanced 9-1-1 is available, a private business switch operator must ensure that its system is capable of meeting the requirements set forth in subsections (b) through (d) of this Section. Nothing in this Section shall require changes in customary dialing patterns (i.e. using the prefix or access code 9 to obtain an outside line before dialing 9-1-1).
- b) After June 30, 2000, or within 18 months after Enhanced 9-1-1 is made available, any entity that installs or operates a private business switch service and provides telecommunications facilities or services to businesses shall assure that such a system is connected to the public switched network in a manner so that calls to 9-1-1 result in automatic number identification ("ANI") and automatic location identification ("ALI").
 - 1) ANI shall be provided based on the following criteria which are minimum standards:
 - A) For buildings having their own street address and containing work space of 40,000 square feet or less, one ANI shall be transmitted to the 9-1-1 system;
 - B) For buildings having their own street address and containing work space of more than 40,000 square feet, one ANI per 40,000 square feet of workspace shall be transmitted to the 9-1-1 system;
 - C) For private business switch operators/owners providing service in multi-floor buildings and sharing space with other non-related businesses or public entities, a distinct ANI for each entity shall be transmitted to the appropriate 9-1-1 system per 40,000 square feet of work space; and
 - D) For private business switch operators/owners providing service in multi-building locations and sharing space with other non-related businesses or public entities, a distinct ANI for each entity shall be transmitted to the appropriate 9-1-1 system.
 - 2) The ALI information shall follow the database format defined by the National Emergency Number Association Recommended Formats for Data Exchange Version 1 or 2.1, "NENA Recommended Formats & Protocols For Data Exchange" (May, 1999, published by the National Emergency Number Association, 4789 Papermill Road, Coshocton,

OH, 43812. This incorporation does not include any later amendments or editions). ALI requirements are based on the following criteria when a 9-1-1 call is placed:

- A) For buildings having their own street address and containing work space of 40,000 square feet or less, one ALI shall be transmitted to the 9-1-1 system and will include the building's street address;
 - B) For buildings having their own street address and containing work space of more than 40,000 square feet, location identification shall include the building's street address (ALI) and one DLI per 40,000 square feet of workspace to the 9-1-1 system. The DLI shall, as accurately as possible, specify the location from which the 9-1-1 call is being placed. For example, if the area contains multiple floors, the DLI shall specify all floor numbers included in the 40,000 square feet of workspace. The DLI must be able to identify the entire 40,000 square feet of work space.
 - C) For private business switch operators/providers providing service in multi-floor buildings and sharing space with other non-related users, a DLI for each user shall be transmitted to the appropriate 9-1-1 system.
 - D) For private business switch operators/providers providing service in multi-building locations and sharing space with other non-related users, a DLI for each user shall be transmitted to the appropriate 9-1-1 system.
 - E) Separate buildings containing workspace of 40,000 square feet or less having a common public street address shall have a DLI for each building in addition to the street address.
- 3) In cases where clarification is needed, the business switch owner/operator shall work with 9-1-1 system management and the data base provider to implement a useable DLI.
- c) Exemptions to Section 726.200 (b) of this Section.
- 1) Buildings containing workspace of more than 40,000 square feet are exempt from the multiple location identification requirements if the building maintains, at all times, alternative and adequate means of signaling and responding to emergencies. Those means shall include,

but not be limited to, a telephone system that provides the physical location of 9-1-1 calls coming from within the building.

- A) Entities that qualify for this exemption must have staff available to meet the public safety agency responding to the 9-1-1 call at the designated address. This staff must be able to direct the public safety agency to the site of the emergency.
 - B) Entities that qualify for this exemption must not intercept the 9-1-1 call. All 9-1-1 calls under this exemption will be directly selectively routed to the appropriate 9-1-1 system.
 - C) Buildings under this exemption must, however, ensure that the appropriate building street address of where the call originated is being provided to the 9-1-1 system.
- 2) Health care facilities are presumed to meet the requirements of 726.200(c)(1) if the facilities are staffed with medical or nursing personnel 24 hours per day and if an alternative means of providing information about the source of an emergency call exists.
 - 3) Buildings that are over 40,000 square feet that maintain, at all times, alternative and adequate means of signaling and responding to emergencies, including a telephone system that provides the location of a 9-1-1 call coming from within the building, and the building is serviced by its own medical, fire and security personnel may qualify for an exemption pending Commission approval of the business's emergency phone system. Certification by the Commission is necessary prior to a business answering and dispatching its own internal 9-1-1 calls. Entities that qualify for this exemption must comply with the following Subparts C, D, and E of this Part.
 - 4) Buildings in communities that are not serviced by enhanced 9-1-1 service are exempt.

SUBPART C: AUTHORIZATION TO OPERATE

Section 726.300 Order of Authority/Application Process EMERGENCY

- a) Any entity that qualifies for exemption under Section 726.200(c)(3) to operate a 9-1-1 answering point within its own facility must comply with Subparts C, D and E of this Part. In addition, the entity shall file a petition for an order of authority to operate a Private Emergency Answering Point (PEAP), as detailed and described in its final plan pursuant to Section 726.305. The final

plan shall be attached to the petition and filed with the Commission in accordance with the Commission's Rules of Practice, 83 Ill. Adm. Code 200.

- b) The original and three copies of a cover letter to the Chief Clerk, the petition, the verified statement, and the final plan must be filed with the Chief Clerk. In addition, a copy of all items must be submitted simultaneously to the 9-1-1 Program Director of the Commission.
- c) The petitioner must also notify the appropriate 9-1-1 system of its plans to answer its internal 9-1-1 calls. In addition, a copy of the petitioner's application must be provided to 9-1-1 system management.
- d) The Commission shall have the authority to audit 9-1-1 systems to verify compliance with the Act and this Part.
- e) Modification to an approved application or system should be submitted to the Commission in writing no later than 10 days after the change.

Section 726.305 Tentative/Final Plans
EMERGENCY

- a) Each entity shall submit a tentative plan (draft) with Commission Staff for review, prior to filing its final plan with the Chief Clerk. Staff has 90 days to review and provide written comments back to the applicant.
- b) A tentative and final plan should consist of a narrative which provides an explanation of the proposed system's operation and a completed Application to Illinois Commerce Commission for the Provision of 9-1-1 service, consisting of the following exhibits:
 - 1) Exhibit 1: A thorough explanation regarding the make-up of its security, fire and medical departments. Explain what these emergency responders' responsibilities are and how they are better able to respond to an incident internally than an outside agency. In addition, this exhibit ~~should~~ shall indicate how each emergency responder will be dispatched within its facility.
 - 2) Exhibit 2: Call handling agreements with the internal emergency responders.
 - 3) Exhibit 3: Call handling agreements with the existing enhanced 9-1-1 system for additional back-up police, fire and medical assistance pursuant to Section to 726.510(c).
 - 4) Exhibit 4: Back-up PEAP agreement pursuant to Section 726.400(D).

- 5) Exhibit 5: Standard Operating Procedures and Disaster Procedures specified in Section 726.505.
- 6) Exhibit 6: Network Diagram - a chart showing the trunking configuration from the applicant's switch to the back-up PEAP pursuant to Section 726.400.

SUBPART D ENGINEERING

Section 726.400 Private Emergency Answering Point EMERGENCY

An entity that has been certified by the Commission to operate a PEAP and to handle its internal 9-1-1 calls must meet the following minimum standards:

- a) Each 9-1-1 answering position shall have access to all incoming lines and outgoing circuits.
- b) The PEAP shall be operational 24hours a day, 7 days a week.
- c) Each PEAP shall have an operational TT if the business employs hearing or speech impaired individuals or if there is a public area in the building where the public would have access to a telephone to dial 9-1-1.
- d) Each PEAP shall have at least one overflow position and a backup answering point internally or by entering into an agreement with the existing 9-1-1 system for that municipality or county. If the PEAP utilizes the existing 9-1-1 system for backup, the existing trunking configuration may be used between the private business switch and selective router.
- e) Each entity shall provide proper training on equipment and procedures to individuals who will be answering the internal 9-1-1 calls. Each entity shall determine training criteria, however at a minimum the curriculum must meet the requirements of the Emergency Medical Services Systems Act of 1997 [210 ILCS 50].
- f) Each entity shall provide for the installation of a master logging recorder of adequate capacity to record both sides of a conversation of each incoming 9-1-1 call. Such recordings shall have the time of each event noted.
- g) Each entity shall ensure that each PEAP maintains an archive of the logging recorder tapes for a minimum of thirty days without recirculation of any tape.

- h) The PEAP shall be equipped with an emergency back-up power source capable of supplying electrical power to serve the basic power requirements of the PEAP for a minimum of 4 hours.
- i) Critical areas of the PEAP shall have adequate physical security to prevent malicious disruption of service. PEAP personnel shall be isolated from direct public contact. Such critical areas shall, at a minimum, include all communications equipment, communications personnel, and mechanical equipment rooms that are vital to the operation of the PEAP.
- j) Access to the communications mechanical equipment rooms shall be restricted within the building by means of secured doors.
- k) No 9-1-1 calls shall be placed on hold.
- l) 90% of all 9-1-1 calls must be answered with 10 seconds.
- m) 9-1-1 calls shall be identified in such a manner that indicates that the call is an emergency so the operator can give priority to the call. Where possible, the telephone switching systems shall provide top priority to all 9-1-1 calls if a blocking condition occurs in the phone system.

SUBPART E: OPERATIONS

Section 726.500 System Review and Reporting EMERGENCY

Each entity certified by the Commission to handle its internal 9-1-1 calls shall provide an annual update to the 9-1-1 Emergency Telephone Section by January 1 of each year. The entity shall provide the following information:

- a) The entity's name and street address;
- b) The name and telephone number of a contact person;
- c) The number of internal 9-1-1 calls received for the year. Businesses may mark this information proprietary in nature; and
- d) The recertification of all agreements.

Section 726.505 Written Operating Procedures EMERGENCY

Each certified entity shall develop and utilize written "Standard Operating Procedures" and "Disaster Procedures" for its 9-1-1 operations and for the use by its personnel who will be

handling the 9-1-1 calls. Copies of these procedures must also be included in the application when petitioning the Commission for approval.

Section 726.510 Call Handling Procedures EMERGENCY

- a) Each entity shall enter into call handling agreements with its internal emergency responders for police, fire and medical assistance. Thus, the agreements must specify the method of dispatch that will be used in contacting these responders.
- b) Each entity shall enter into call handling agreements with the 9-1-1 system for fire, police and medical assistance in case additional assistance is needed beyond what the facility itself can provide. Thus, there must also be a method available for the business to request additional assistance from the existing 9-1-1 system to provide back-up services in the event that an incident occurs which would require additional emergency resources.
- c) Each entity shall specify in the application to the Commission how calls will be dispatched to emergency responders within its facility. In addition, the business shall provide details concerning how additional public safety agencies or other providers of emergency services outside of the business will be dispatched in the event that additional assistance is needed. In addition, copies of these agreements must be included with the application to the Commission.
- d) Each entity may chose from the following methods of dispatch:
 - 1) Direct Dispatch;
 - 2) Call Relay;
 - 3) Call Referral; or
 - 4) Call Transfer.
- e) Each entity shall insure that the disposition of each 9-1-1 emergency call is handled according to the agreements it has entered into with its emergency responding agencies within its facility.
- f) Each entity shall insure that the disposition of each 9-1-1 emergency call is handled according to the agreements it has entered into with the 9-1-1 system or other public safety agencies.