

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

PART 727

REQUIREMENTS FOR NON-BUSINESSES ENTITIES WITH PRIVATE BUSINESS  
SWITCH SERVICE TO COMPLY WITH THE EMERGENCY TELEPHONE SYSTEM ACT

SUBPART A: GENERAL PROVISIONS

Section

727.100 Application of Part

EMERGENCY

727.105 Definitions

EMERGENCY

SUBPART B: STANDARDS OF SERVICE

Section

727.200 General Standards and Requirements

EMERGENCY

727.205 Non-business Entity Compliance

EMERGENCY

SUBPART C: AUTHORIZATION TO OPERATE

Section

726.300 Order of Authority/Application Process

EMERGENCY

727.305 Tentative/Final Plans

EMERGENCY

SUBPART D: ENGINEERING

Section

727.400 Private Emergency Answering Point

EMERGENCY

SUBPART E: OPERATIONS

Section

727.500 System Review and Reporting

EMERGENCY

727.505 Written Operating Procedures

EMERGENCY

727.510 Call Handling Procedures  
EMERGENCY

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

Source: Emergency rules adopted at 24 Ill. Reg. 8635, effective June 13, 2000, for a maximum of 150 days.

SUBPART A: GENERAL PROVISIONS

Section 727.100 Application of Part  
EMERGENCY

This Part shall apply to any private business switch operator that is also a non-business entity 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 727.200 (b) of this Part.

Section 727.105 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 telephone 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, and/or 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 non-business entity that handles its internal 9-1-1 calls.

“Enhanced 9-1-1” or “E9-1-1” - An emergency telephone system with specific electronically controlled features 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 database 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.

"Non-business entity" means any entity not a business, as "business" is defined in 83 Ill. Adm. Code 726.105. "Non-business entity" as defined herein, shall include, but not necessarily be limited to, any municipality or unit of local government as defined in Article 7, Section 1 of the Illinois

Constitution of 1970; any entity that is also a school operated by authority of the School Code [105 ILCS 5]; or any entity that is a not for profit organization that qualifies for tax exempt status under Section 501(c)(3) or 501(c)(4) of the Internal Revenue Code of 1986 (42 USC Sec. 501).

“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 systems. 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 non-business entity where the operators answer and dispatch 9-1-1 calls from within its facility. A non-business entity 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 non-business entity patrons have access on a regular basis. Such areas would include, but not be limited to, reception areas, corridors, lobbies, and waiting rooms.

“Public safety agency” - A functional division of a public agency that provides firefighting, 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, and/or 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 727.200 General Standards and Requirements

#### EMERGENCY

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 Section 727.205. 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).

### Section 727.205 Non-business Entity Compliance

#### EMERGENCY

- a) *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 non-business entities shall assure that such a system in the non-business entity 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 workspace 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 workspace 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 workspace; 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 workspace 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 workspace 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. ALI and DLI information shall be transmitted 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 workspace.*
  - 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.*  
[50 ILCS 750/15.6(a)]
- 3) In cases where clarification is needed, the business switch owner/operator shall work with 9-1-1 system management and the database provider to implement a useable DLI.
- b) Exemptions to subsection (a) of this Section.
  - 1) *Buildings containing workspace of more than 40,000 square feet are exempt from the multiple location identification requirements in Section 727.205(a)(2)(B) and (a)(2)(E) 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) Non-business 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) Non-business 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 where the call originated is being provided to the 9-1-1 system.
    - D) A non-business entity seeking exemption under this subsection (b)(1) shall provide notice that it seeks such exemption to the public safety agency with jurisdiction over the physical location of the building for which exemption is sought, and to the Commission. Nothing in this subsection shall be construed to limit the Commission's authority to investigate and revoke or impose conditions upon such exemptions if it determines, after notice and hearing, that such revocation or imposition of conditions is reasonably necessary to insure the public safety.

- 2) *Health care facilities are presumed to meet the requirements of subsection (b)(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. Buildings under this exemption must provide 9-1-1 service that provides the building's address.*
  
- 3) *Buildings that are over 40,000 square feet or sites that contain multiple buildings sharing the same address or non-business entities that occupy multiple buildings in close proximity with different addresses 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 that are serviced by their own medical, fire and security personnel, may qualify for an exemption pending Commission approval of the non-business entity's emergency phone system. Certification by the Commission is necessary prior to a non-business entity answering and dispatching its own internal 9-1-1 calls. Non-business entities that qualify for this exemption must comply with Subparts C, D, and E of this Part.*
  - A) A non-business entity seeking to obtain an exemption under this subsection (b)(3) must file a petition pursuant to 83 Ill. Adm. Code 200 requesting such exemption with the Commission. Such petition shall contain a showing that the non-business entity seeking exemption is in compliance with Subparts C, D, and E of this Part, and shall further make a showing that the non-business entity seeking exemption provides emergency medical response equal in quality to that provided by the public safety agency with jurisdiction over the physical location of the building for which exemption is sought.
  
  - B) The Commission Staff shall review all such petitions for exemption and shall make a recommendation to the Commission that the Commission grant the exemption, grant the exemption with such conditions as are reasonably necessary to insure the public safety, or deny the exemption. The Commission shall, after notice and hearing, grant the exemption with such conditions as are reasonably necessary to insure the public safety, or deny the exemption.
  
- 4) *Buildings in communities that are not serviced by Enhanced 9-1-1 service are exempt.*

## SUBPART C: AUTHORIZATION TO OPERATE

### Section 727.300 Order of Authority/Application Process EMERGENCY

- a) Any non-business entity that qualifies for exemption under Section 727.200(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 non-business entity shall file a petition for an order of authority to operate a Private Emergency Answering Point (PEAP), as described in its final plan pursuant to Section 727.305. 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 727.305 Tentative/Final Plans EMERGENCY

- a) Each non-business 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) Tentative and final plans shall consist of a narrative which provide 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 the facility's 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 shall indicate how each emergency responder will be dispatched within the facility.

- 2) Exhibit 2: Call handling agreements with the internal emergency responders, but not limited to, the internal security services, internal fire services, and internal medical services. These agreements shall include a commitment from the parties that appropriate actions shall be taken in response to emergency calls and subsequent dispatches and that top priority shall be given to such emergency calls by the parties.
- 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 727.510(c).
- 4) Exhibit 4: Back-up PEAP agreement pursuant to Section 727.400(d).
- 5) Exhibit 5: Standard Operating Procedures and Disaster Procedures specified in Section 727.505.
- 6) Exhibit 6: Network Diagram - a chart showing the trunking configuration from the applicant's switch to the back-up PEAP pursuant to Section 727.400.

#### SUBPART D: ENGINEERING

##### Section 727.400 Private Emergency Answering Point EMERGENCY

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

- a) The entity applying to be a PEAP may have as its primary emergency telephone number a dialing code other than 9-1-1. At such time that its current telephone switching system is replaced, the entity shall program its system to respond to 9-1-1 in addition to their current dialing code.
- b) The PEAP shall be operational 24 hours a day, 7 days a week except in cases where the entity is closed or shut down and no employees are or could be present in any part of the facility.
- c) Each PEAP shall have an operational TT if the business employs hearing or speech impaired persons or if there is a public area in the building where the public has access to a telephone to dial 9-1-1 or other emergency code.

- d) There must be at least one backup location remote from the primary answering point that will be promptly staffed by trained personnel should the primary location experience equipment failure or become unstaffed due to fire or other emergency. Instead of an on-site remote backup location, a written agreement may be established with the existing 9-1-1 system to be the remote backup/overflow answering point. The phone switch must be configured to automatically transfer calls to the remote answering point if a call to the primary answering point goes unanswered or if the primary answering point has to be evacuated.
- e) Personnel answering the emergency phone must be trained on how to respond to emergency callers and how to summon appropriate inside and outside assistance for an emergency situation. Eight hours minimum training is required based on competency and experience.
- f) 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.
- g) Critical areas of the PEAP must have adequate physical security to prevent the intentional disruption of service. In the absence of a high level of security, either of the following options maybe substituted to ensure the answering and dispatch of the emergency call:
  - 1) A secondary back-up location remotely located from the primary answering point which is staffed 24 hours a day with trained personnel; or
  - 2) An alternative method of communication available which will transmit an emergency request and result in the dispatch of emergency services.
- h) Access to phone switch equipment will be restricted to those who have need to service the equipment.
- i) No emergency calls shall be placed on hold.
- j) 90% of all emergency calls must be answered within 10 seconds.
- k) Emergency calls shall be identified by the telecommunications equipment 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 emergency calls if a blocking condition occurs in the phone system.

## SUBPART E: OPERATIONS

### Section 727.500 System Review and Reporting EMERGENCY

Each non-business 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 non-business entity shall provide the following information:

- a) The non-business entity's name and street address;
- b) The name and telephone number of a contact person;
- c) The recertification of all agreements.

### Section 727.505 Written Operating Procedures EMERGENCY

Each certified non-business 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 727.510 Call Handling Procedures EMERGENCY

- a) Each non-business 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 non-business 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 non-business entity 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 non-business entity shall specify in the application to the Commission how calls will be dispatched to emergency responders within its facility. In addition, the non-business entity shall provide details concerning how additional public safety agencies or other providers of emergency services outside of the non-business entity 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 non-business entity may chose from the following methods of dispatch:
  - 1) Direct Dispatch;
  - 2) Call Relay;
  - 3) Call Referral; or
  - 4) Call Transfer.
- e) Each non-business entity shall ensure 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 non-business entity shall ensure 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.