

ILLINOIS REGISTER

DEPARTMENT OF STATE POLICE

NOTICE OF ADOPTED RULES

TITLE 83: PUBLIC UTILITIES
CHAPTER IV: DEPARTMENT OF STATE POLICE

PART 1326
REQUIREMENTS FOR 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].

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SOURCE: Adopted by emergency rulemaking at 40 Ill. Reg. 1153, effective January 1, 2016, for a maximum of 150 days; adopted at 40 Ill. Reg. 8096, effective May 27, 2016.

SUBPART A: GENERAL PROVISIONS

Section 1326.100 Application of Part

This Part shall apply to any private business switch operator 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)].

Section 1326.105 Definitions

"9-1-1 Authority" means the ETSB or qualified governmental entity that provides for the management and operation of a 9-1-1 system within the scope of those duties and powers prescribed by the Emergency Telephone System Act (ETSA) [50 ILCS 750].

"Act" or "ETSA" means the Emergency Telephone System Act [50 ILCS 750].

"Automatic Location Identification" or "ALI" means the automatic display at the PSAP of the caller's telephone number, the address/location of the telephone, and supplemental emergency services information.

"Automatic Number Identification" or "ANI" means the automatic display on the PSAP monitor of the telephone number associated with the access line from which a call originates.

"Call Referral" means 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" means a 9-1-1 service in which 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" means a 9-1-1 service in which the PEAP operator receiving a call transfers the incoming call to the appropriate public safety agency or other emergency responders.

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"Centrex Type Service" means 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" means the Illinois Commerce Commission.

"Department" means the Department of State Police.

"Direct Dispatch" means 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 those services and the decision as to the proper action to be taken.

"Distinct Location Identification" or "DLI" means 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" means any type of request for emergency assistance, not limited to voice. This may include a session established by signaling with two-way real-time media and involves a human making a request for help.

"Emergency Responders" means 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 entity that handles its internal emergency calls.

"Emergency Telephone System Board" or "ETSB" means a board appointed by the corporate authorities of any county or municipality that provides for the management and operation of a 9-1-1 system within the scope of the duties and powers as prescribed by ETSA. The corporate authorities shall provide for the manner of appointment, provided that members of the board meet the requirements of the statute.

"Enhanced 9-1-1" or "E9-1-1" means an emergency telephone system that includes dedicated network, selective routing, database, ALI, ANI, selective transfer, fixed transfer, and a call back number.

"Location Identification" means the street address of the workspace.

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"Private Branch Exchange" or "PBX" means a private telephone system and associated equipment located on the user's property that provides communications between internal stations and external networks.

"Private Business Switch Service" means a telecommunications service, such as Centrex type service, or telecommunications equipment, such as a private branch exchange service (PBX) system. "Private business switch service" does not include key telephone systems or equivalent telephone systems registered with the Federal Communications Commission under 47 CFR 68 when not used in conjunction with Centrex type and PBX systems. In instances in which 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 for which the telecommunications service is primarily for conducting business.

"Private Emergency Answering Point" or "PEAP" means a place within an entity where the entity operators answer and dispatch emergency calls. An entity must obtain certification to handle internal emergency calls from its internal switch.

"Public Agency" means the State or any unit of local government or special purpose district located in whole or in part within this State that provides police, firefighting, medical or other emergency services, or has authority to do so [50 ILCS 750/2].

"Public Safety Agency" means a functional division of a public agency that provides firefighting, police, medical or other emergency services.

"Public Safety Answering Point" or "PSAP" means the initial answering location of an emergency call.

"Text Telephone" or "TT" means a teletypewriter, a device that employs graphic or Braille communication in the transmission of coded signals through a wire or radio communication system.

"TTY" or "Teletypewriter" means a telegraph device capable of transmitting and receiving alphanumeric information over communications channels and capable of servicing the needs of those persons with a hearing or speech disability.

"Workspace" means the physical building area where work is normally performed. A workspace is an area, defined by net square footage, that includes hallways, conference

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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 1326.200 General Standards and Requirements

The digits "9-1-1" shall be the primary emergency telephone number within a county or municipality that has received Commission or Department authority to operate as 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 1326.205. 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) for those PEAPs that are exempt pursuant to ETSA Section 15.8.

Section 1326.205 Compliance

- 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 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 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 nonrelated entities, a distinct ANI for each entity shall be transmitted to the appropriate 9-1-1 system per 40,000 square feet of workspace.

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- D) For private business switch operators/owners providing service in multi-building locations and sharing space with other nonrelated 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 shall 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 Distinct Location Identification (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 nonrelated entities, a DLI for each entity 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 nonrelated entities, a DLI for each entity shall be transmitted to the appropriate 9-1-1 system.

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- 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 in which clarification is needed, the business switch owner/operator shall work with 9-1-1 system management and the database provider to implement a usable DLI.
- b) Exemptions to Subsection (a)
 - 1) Buildings containing workspace of more than 40,000 square feet are exempt from the multiple location identification requirements in subsections (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 are not 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 and selectively routed to the appropriate 9-1-1 system.
 - C) However, buildings under this exemption must ensure that the appropriate building street address where the call originated is being provided to the 9-1-1 system.
 - D) An entity seeking exemption under this subsection (b)(1) shall provide notice that it seeks an exemption to the Department and to the public safety agency with jurisdiction over the physical location of the building for which the exemption is sought. Nothing in this subsection (b)(1)(D) shall be construed to limit the Administrator's authority to investigate and revoke or impose conditions upon the exemptions if it determines, after notice and hearing, that the revocation or imposition of conditions is

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reasonably necessary to ensure 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 address.
- 3) Buildings containing workspace of more than 40,000 square feet or sites that contain multiple buildings sharing the same address or businesses 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 Administrator approval of the entity's emergency phone system. Certification by the Administrator is necessary prior to an entity answering and dispatching its own internal emergency calls. Entities that qualify for this exemption must comply with Subparts C, D and E.
 - A) An entity seeking to obtain an exemption under this subsection (b)(3) must file a petition with the Administrator requesting the exemption. The petition shall contain a showing that the business seeking exemption is in compliance with Subparts C, D and E and shall further make a showing that the business 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 the exemption is sought.
 - B) Department staff shall review all petitions for exemption and shall make a recommendation to the Administrator that the Administrator grant the exemption, with conditions that are reasonably necessary to ensure public safety, or deny the exemption. The Administrator, after notice and hearing required by Article 10 of the Illinois Administrative Procedure Act [5 ILCS 100/10], shall grant the exemption, with conditions that are reasonably necessary to ensure the public safety, or deny the exemption.

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- 4) Buildings in communities that are not serviced by Enhanced 9-1-1 service are exempt.

SUBPART C: AUTHORIZATION TO OPERATE

Section 1326.300 Order of Authority

- a) Any entity that qualifies for exemption under Section 1326.205(b)(3) to operate an emergency answering point within its own facility must comply with Subparts C, D and E. In addition, the entity shall file a petition for an order of authority to operate a Private Emergency Answering Point (PEAP), as described in the final plan required by Section 1326.305. The final plan shall be attached to the petition and filed with the Administrator.
- b) The petitioner must also notify the appropriate 9-1-1 Authority of its plans to answer its internal emergency calls and provide a copy of the petition and plan to the appropriate 9-1-1 Authority.
- c) The Administrator shall have the authority to audit the PEAP to verify compliance with the Act and this Part.
- d) Notice of modification to an approved plan shall be submitted to the Administrator in writing no later than 10 days prior to the proposed change.

Section 1326.305 Plans

- a) Each entity shall submit a draft plan for Department review prior to filing its final plan with the Administrator. The Department has 90 days to review and provide written comments to the petitioner.
- b) Draft and final plans shall consist of a narrative that provides an explanation of the proposed system's operation and a completed petition to the Administrator for the provision of 9-1-1 service, consisting of the following:
 - 1) A thorough explanation regarding the makeup of the facility's security, fire and medical departments. The explanation shall include the emergency responders' responsibilities 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

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facility.

- 2) Call handling agreements with the internal emergency responders, including, 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 action shall be taken in response to emergency calls and subsequent dispatches, and that top priority will be given to emergency calls by the parties.
- 3) Call handling agreements with the existing Enhanced 9-1-1 system for additional back-up police, fire and medical assistance pursuant to Section 1326.510(c).
- 4) Backup PEAP agreement pursuant to Section 1326.400(d).
- 5) Standard Operating Procedures and Disaster Procedures specified in Section 1326.505.
- 6) Network Diagram – a chart showing the trunking configuration from the applicant's switch to the backup PEAP, as required by Section 1326.400.

SUBPART D: PRIVATE EMERGENCY ANSWERING POINT

Section 1326.400 Private Emergency Answering Point (PEAP) Standards

An entity that has been certified by the Administrator 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 a dialing code other than 9-1-1 as its primary emergency telephone number. When an entity's current telephone switching system is replaced, the entity shall program its system to respond to 9-1-1 in addition to its current dialing code.
- b) The PEAP shall be operational 24 hours a day, 7 days a week, except when 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 entity employs hearing or speech impaired persons or if there is an area in the building where the public has access to a telephone to dial 9-1-1 or other emergency code, such as a reception area,

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corridor, lobby or waiting room.

- 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 Authority 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 calls 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 backup 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 may be substituted to ensure the answering and dispatch of the emergency call:
 - 1) A secondary backup location remotely located from the primary answering point that is staffed 24 hours a day with trained personnel; or
 - 2) An alternative method of available communication that 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 need to service the equipment.
- i) No emergency calls shall be placed on hold.
- j) Ninety percent of all emergency calls must be answered within 10 seconds.
- k) Emergency calls shall be identified by the telecommunications equipment in such

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a manner that indicates that the call is an emergency so the operator can give priority to the call. When 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 1326.500 System Review and Reporting

Each entity certified by the Administrator to handle its internal emergency calls shall provide an annual update to the Department's Office of the Statewide 9-1-1 Administrator 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; and
- c) The recertification of all agreements.

Section 1326.505 Written Operating Procedures

Each certified entity shall develop and utilize written "Standard Operating Procedures" and "Disaster Procedures" for its emergency operations and for use by its personnel who will be handling the emergency calls. Copies of the procedures must also be included in the plan when petitioning the Administrator for approval.

Section 1326.510 Call Handling Procedures

- a) Each entity shall enter into call handling agreements with its internal emergency responders for police, fire and medical assistance. The agreements must specify the method of dispatch that will be used in contacting the responders.
- b) Each entity shall enter into call handling agreements with the 9-1-1 Authority for fire, police and medical assistance in case additional assistance is needed beyond what the facility itself can provide. There must also be a method available for the entity to request additional assistance from the existing 9-1-1 Authority to provide backup services in the event that an incident occurs that would require additional emergency resources.
- c) Each entity shall specify to the Administrator, in the plan required by Section

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1326.305, how calls will be dispatched to emergency responders within its facility. In addition, the entity shall provide details concerning how additional public safety agencies or other providers of emergency services outside of the entity will be dispatched in the event that additional assistance is needed. Copies of the agreements must be included in the plan.

- d) Each entity may choose from the following methods of dispatch:
 - 1) Direct dispatch;
 - 2) Call relay;
 - 3) Call referral; or
 - 4) Call transfer.
- e) Each entity shall ensure that the disposition of each emergency call is handled according to the agreements it has entered into with its emergency responding agencies within its facility.
- f) Each entity shall ensure that the disposition of each emergency call is handled according to the agreements it has entered into with the 9-1-1 Authority or other public safety agencies.