

September 13, 2013

To: California Local Exchange Carriers

This letter is to notify all local exchange carriers (LECs) of certain new requirements the California Public Utilities Commission adopted in Decision (D.)13-07-019, effective July 17, 2013. Decision 13-07-019 is the final Decision of proceeding R.10-04-011, the Commission's Order Instituting Rulemaking addressing the growing public safety risk for users of Multi-Line Telephone Systems (MLTS) including private branch exchanges (PBX). The CPUC opened its proceeding to address the lack of specific location information for 9-1-1 calls made from large, often multi-locational phone systems. This lack of location information has resulted in confusion and erroneous deployments of emergency resources, as well as the loss of precious minutes in emergency situations. Decision 13-07-019 addresses this problem by requiring local exchange carriers to educate their MLTS customers regarding the need to program their multiline telephone systems to provide phone station location information such as floor, room number, office location. The Decision also makes clear that the MLTS customer is responsible for maintaining this location information for the 9-1-1 system.

Customer Education Requirements

The Decision directs that, by November 14, 2013, all local exchange carriers¹ must:

- (1) distribute to existing MLTS customers the customer advisory brochure (PBX 9-1-1 Advisory) attached to the Decision as Appendix A, and any applicable updates, or a brochure with the same essential information;
- (2) begin distributing the PBX 9-1-1 Advisory brochure and any applicable updates, or a brochure with the same essential information, to their current and prospective customers when those customers initiate MLTS services and/or request information on Multi-line Telephone System (MLTS) Enhanced 9-1-1; and
- (3) place the MLTS logo shown below on their webpage to be used as the icon that directly links to the PBX Advisory Brochure on the Commission's webpage².



Again, this logo, when clicked from the carrier's webpage, should link directly to the PBX brochure approved during the proceeding. The URL for that link is:

<http://www.calphoneinfo.ca.gov/WorkArea/DownloadAsset.aspx?id=419>

¹ Decision, Ordering Paragraph 3 at p. 87

² *Id.*, Ordering Paragraph 4 at pp. 87-88

Tariff Requirements

By November 14, 2013, all local exchange carriers with existing local access or 9-1-1 tariffs must:³

- (1) include in their local access tariff language that informs customers of the option to provision more accurate 9-1-1 caller Multi-line Telephone System phone station information that can be sent to Public Safety Answering Points and that it is the customer's responsibility to provide and maintain accurate and complete phone station location information in the 9-1-1 database; and
- (2) review, revise and update their 9-1-1 tariffs such that their current and prospective MLTS customers are fully informed of options for provisioning accurate caller location information.

The Decision's recommended language for these requirements is included below. If you do not want to use this sample text, the Decision requires that the text be generally consistent with the recommended language.

It is the customer's responsibility to provide, and update if necessary, accurate Automatic Number Identification (ANI) and Automatic Location Identification (ALI) sub-address information to the 911 database administrator. Once the customer provides ANI and ALI sub-address information to the 911 database administrator, it is the responsibility of the Utility (or Company) to provide the location of the pilot number to the PSAP for 911 calls, and where technically and operationally feasible the Utility (or Company) will deliver ANI to the PSAP at a station level behind a Multi-line Telephone System.

These tariff requirements can be met by filing a Tier 1 Advice Letter with Commission's Communications Division.

The Decision and its appendices are available on the Commission's website at:

Link to D.13-07-019 ("MLTS Decision"):

<http://docs.cpuc.ca.gov/PublishedDocs/Published/G000/M072/K133/72133561.PDF>

Link to D.13-07-019 Appendices:

<http://docs.cpuc.ca.gov/PublishedDocs/Published/G000/M072/K301/72301174.pdf>

If you have any questions regarding this matter, please contact Lisa Prigozen at lisa.prigozen@cpuc.ca.gov or 415-703-1157.

Sincerely,



Ryan Dulin
Director, Communications Division

Cc. Rob Wullenjohn, Roxanne Scott, Lisa Prigozen

³ *Id.*, Ordering Paragraph 5 at p.88