

MINNESOTA STATEWIDE EMERGENCY COMMUNICATIONS BOARD

911 REQUIREMENTS FOR MULTI-LINE TELEPHONE SYSTEMS (MLTS): GUIDANCE FOR FACILITY OWNERS/OPERATORS

Summary

When it comes to an emergency response, seconds matter. When a 911 call is placed, one of the most important pieces of information public safety telecommunicators (PSTs) need is the caller's location. Without this vital information, an emergency response may be delayed. That is why the Statewide Emergency Communication Board (SECB) is conducting outreach to help facility owners/operators understand the important role they play in making sure that their multi-line telephone systems¹ (MLTS) are properly configured to provide accurate location and callback number information.



The MLTS are typically installed in enterprise settings such as business campuses, schools, factories, hotels, hospitals, clinics, or similar facilities. When a 911 call is placed from an MLTS device, the 911 system automatically provides the Emergency Communications Center (ECC), also known as a Public Safety Answering Point (PSAP), with the caller's location based on records associated with phone number. Unfortunately, the location information provided to the ECC may not always be accurate. For example, an improperly configured MLTS may erroneously provide the address and/or phone number of the main office rather than the specific satellite location within the facility from which the 911 call was placed.

Recommendations

The SECB recommends that facility owners/operators take the following actions to ensure that their MLTS is properly configured to provide emergency responders with the information necessary to quickly identify the location and callback number of a 911 caller.

Action #1 (Understand MLTS Requirements):

Become familiar with the federal and state requirements for MLTS and how they apply to your facility.

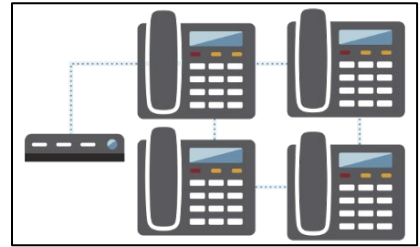
- **Federal Requirements:**
 - [Kari's Law](#) requires MLTS devices to allow users to dial 911 directly, without dialing a prefix, such as "9", to acquire an outside line. It also requires these devices to send a notification to a central location, such as a front desk or security center, when a 911 call is placed from the facility.
 - [Ray Baum's Act](#) requires that a "dispatchable location" is conveyed with all 911 calls placed from an MLTS device. "Dispatchable location" means location information delivered with a 911 call that consists of the validated street address of the calling party, plus additional information such as building, suite, apartment, or room number to adequately identify the location of the calling party within a larger facility or campus.
 - [47 CFR Part 9 \(911 Requirements\)](#) includes several references to MLTS "Dispatchable Location" requirements.

¹ The term 'MLTS' includes the full range of network and premise-based communications systems that serve enterprises, including private branch exchange (PBX), central office exchange service (Centrex), Voice over IP (VoIP), and other IP-based/cloud-based systems.

- State of Minnesota Requirements:
 - [Minnesota State Statute 403.15](#) addresses the need for MLTS devices to provide ECCs with a callback number and emergency response location when a 911 call is placed.

Action #2 (MLTS Configuration):

Engage your MLTS vendor and/or IT staff to review the configuration of your MLTS devices. Ensure that each MLTS device meets the following requirements:



- All MLTS devices can dial “911” directly without first dialing an extra digit such as “9”.
- Each telephone number associated with an MLTS device is linked to the actual physical/assigned location of the device.
- When a 911 call is placed from an MLTS device, a central notification point within the facility is alerted.
- All MLTS devices provide an accurate “callback” telephone number when a 911 call is placed.

Action #3 (Train Users):



Ensure that employees and other end users receive training on how to make emergency calls using MLTS. This training is especially important for nomadic and hybrid workers who operate from different locations during the work week. These workers are often equipped with “soft phones” (A soft phone is a software-based phone that lets you make calls over the internet). These types of MLTS devices may require special configurations and/or additional manual interventions to provide ECCs with a “dispatchable location” when a 911 call is placed.

Action #4 (Test Regularly):

Perform regular testing to ensure that your facility’s MLTS provides direct access to 911 as well as accurate location/callback information to the ECC. Coordinate this testing by referencing the list of [Minnesota ECCs](#) to identify the ten-digit non-emergency number of your local ECC. Contact the ECC and let them know that you are interested in conducting a test of your MLTS and ask what time and day would work best for them.



When conducting the test, call 911 from various MLTS devices and ensure that each of them are providing the ECC with an accurate callback number and detailed location information such as street address and the building, floor, and/or room number. Remember, if the caller’s location and callback number cannot be quickly validated in the 911 system, an emergency response could be delayed.

For More Information

In December 2023, the SECB published a comprehensive “911 Requirements for Multi-Line Telephone Systems (MLTS)” document. A copy of the document can be found in the “9-1-1” section of the SECB Standards webpage (<https://dps.mn.gov/standards>).

Document History

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