If I can't determine if I use a PBX, Centrex or Key system, who can I ask to help?

Often, your local telephone company representative can tell you which type of system you use.

I have been told that I must provide to the Public Safety Answering Point (PSAP), the telephone number identification and the location of where the 9-1-1 call was placed for every phone. Is that correct?

No. The legislation and Rules require that one phone number and one location per 40,000 square feet is to be provided to the PSAP. However, if several buildings on one site share the same address, each separate building must be identified regardless of square footage.

A telecommunications vendor told me that it will cost $300,000 to comply with the law. Is that cost typical?

No. That cost sounds like a cost to replace your entire phone system – which, in most cases, is not required. Typical costs for compliance range from $2000 - $30,000 depending on the system currently used.

*ANI (Automatic Number Identification)-Automatic display of the 9-1-1 calling party's phone number on the PSAP monitor.

*ALI (Automatic Location Identification)-Automatic display of the 9-1-1 calling party's service address on the PSAP monitor.

June, 2000/July, 2001

COMPLYING WITH NEW ENHANCED 9-1-1 REQUIREMENTS

"Non-Business 9-1-1 Service"

"A Guide To Compliance With PA 91-0518"

Senate Bill 149 (Public Act 91-0518) was signed into law August 13, 1999. This bill amends the Emergency Telephone System Act by changing the 9-1-1 requirements for non-business entities which includes schools, not-for-profits and local governments.

This law requires entities that use Private Branch Exchange (PBX) and Centrex telephone systems and occupy 40,000 square feet or more of space to provide location information and a call back phone number to the local emergency 9-1-1 system. Prior to this legislation, if a person for example, dialed 9-1-1 from a multi-story building, the information sent to the 9-1-1 center was the building's street and billing telephone number. With the new law, in addition to the building's street address, a specific location within 40,000 sq. ft. of the caller and a specific call-back number within that space must also be sent to the 9-1-1 center.

Compliance is required by July 15, 2001.

Frequently Asked Questions

Who is affected?   Entities using a Private Branch Exchange (PBX) or Centrex service and occupying 40,000 square feet of workspace or more; or entities with multiple buildings, regardless of size, sharing the same common street address.

Who is NOT affected?
- Entities using key telephone systems with business lines.
- Entities operating in Basic 9-1-1 areas or area where no 9-1-1 system exists, which include these counties: LaSalle except LaSalle City, Mendota, Ogelsby, Ottawa, Peru, Seneca and Streator; Putnam, Stark, Iroquois, Henderson, Adams, Schuyler, Brown, Menard, Pike, Calhoun, Greene, Jersey, Macoupin, Moultrie, Shelby, Fayette, Lawrence, Wayne, Edwards, Bond, Clay, Jefferson, Hamilton, Pope, Hardin, Alexander, McLean, and Macon.

What must be provided?   One ANI/ALI* is to be provided for each block of 40,000 square feet of workspace and NOT one per phone.

What are the exemptions?   Only one ANI/ALI is required if the entity has, at all times, staff that can direct the public safety agency (police, fire or medical services) to the exact location of the emergency. The 9-1-1 call must be transmitted to the Public Safety Answering Point (PSAP). In other words, the 9-1-1 answering point and the entity's phone system telephone answering point will display the emergency's exact location. Also predetermined designated location must be established to meet the public safety agency and notice to the public safety agency and the Illinois Commerce Commission (ICC) that the entity is operating under this exemption is required.

What is not required or included?   The law does not require the connection of computers, modems or computer outlets for transmission to the 9-1-1 system. Payphones are not included in this legislation.
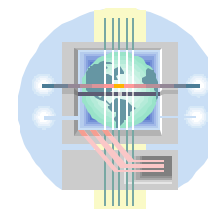
What is a PBX system? A PBX or Private Branch

Exchange is a telephone system where the switching of calls takes place at the user's facilities. The system consists of a main processor (located in the building and usually a computer base unit) and a wire distribution room where lines from outside and inside the building are joined and connected to the switching computer. To get an outside line with a PBX, you normally dial "9" and the seven- or 10-digit number. These outside lines are also called trunks. For internal calls, only three or four digits are required, and dialing "0" will get the organization's operator. PBX's are normally used for systems with 50 or more phones.

What is a Centrex system? With a Centrex system, the local phone company owns and houses the switching unit. Dialing functions are exactly like the PBX where you dial "9" to get an outside line and 3 or 4 digits to call someone on the system. Centrex systems are normally used for 50 or more phones and often used when buildings are spread throughout a city.

What is a key system? A key telephone system consists of a processing unit located in your building and a wire distribution room where the lines from outside and inside the building are joined and connected to the processing unit. Unlike a PBX or Centrex, however, to use an "outside" line you push a button on the telephone and dial the 7 or 10 digit number. You do not have to dial "9" to get an outside line. These outside lines are also called business lines. To call someone within the organization, you dial a one- or two-digit extension number. Key systems are used when only a few phones are needed, typically 25 phones or so (although some key systems use up to 75 phones).