

## Idaho Technology Authority (ITA)

### **ENTERPRISE POLICY – P3000 TELECOMMUNICATIONS POLICIES**

**Category: P3040 – STATE 911 MULTI-LINE TELEPHONE SYSTEMS POLICY**

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#### **I. AUTHORITY**

Authority: Idaho Code § 67-831 through § 67-833,  
H.R. 3403: New and Emerging Technologies 911 Improvement Act of 2008 or the NET  
911 Improvement Act of 2008

#### **II. ABSTRACT**

General expectations are that 911 should work consistently and enable emergency responders to quickly reach the right location. It is critically important to ensure that State telecommunication systems meet these expectations for the safety of our employees and visitors to State facilities.

It is important to understand that Multi-Line Telephone Systems (MLTS), such as VoIP (Voice over Internet Protocol), PBX (Private Branch Exchange) or Key Telephone Systems, can present challenges and limitations in terms of the ability to provide detailed location information to Public Safety Answering Points (PSAP's) in times of emergency.

Most State office locations have MLTS provisioned with several, possibly even hundreds, of telephone numbers. In addition, a State office may consist of a large office building with several floors, or several buildings within a campus environment and in many cases using VoIP technology a single MLTS may service multiple addresses spanning multiple PSAP jurisdictions. Therefore, the planning, coordination and routing of 911 calls placed from a State MLTS can be quite complex.

#### **III. DEFINITIONS**

There are no definitions for this policy.

#### **IV. POLICY**

At a minimum agencies must ensure: they provide the ability to direct dial 911 from anywhere on their MLTS; that all 911 calls originating from one of their MLTS installations routes to the appropriate PSAP; and that the correct response location is delivered to the PSAP. State agencies must include 911 accommodations when planning and deploying any MLTS (VoIP, PBX or Key telephone system).

#### **V. EXEMPTION PROCESS**

Refer to [Policy 1010 – Information Technology Policies, Standards, and Guidelines Framework](#).

#### **VI. PROCEDURE REFERENCE**

There are no procedure references for this policy.

#### **VII. CONTACT INFORMATION**

For more information, contact the ITA Staff at (208) 332-1845.

#### **VIII. INTENT**

1. Ensure the safety of State employees and visitors to State facilities
2. Preparation and planning for future installations and integrations
3. Meet FCC requirements for VoIP service providers

#### **REVISION HISTORY**

07/01/18 – Updated Idaho statute references.

07/01/13 – Changed “ITRMC” to “ITA”.

6/16/09 – Added Definitions, Exemptions Process, Procedure Reference and Revision History to this policy, changed the layout and deleted Timeline.

Date Established: October 22, 2008