

where to get information on MLTS issues and solutions

- ✓ Contact your MLTS Manager/Operator to determine how your system is configured for outgoing calls to 9-1-1
- ✓ Work with your local 9-1-1 agency to test calls made from your facility to 9-1-1
- ✓ Visit the Kari's Law website at www.texas911.org/karislaw for more information or to obtain a one-year waiver, if needed.

avoid these common problems



Allow callers to dial 9-1-1 directly, without needing to enter an extra digit or a unique dialing code for an outside line.

Don't "intercept" 9-1-1 calls by allowing them to be answered by a front desk or by anyone other than a public safety answering point call-taker. Interfering with a request for emergency assistance is a violation of Texas Penal Code § 42.062.

"When consumers dial 9-1-1, they need to reach emergency personnel; it shouldn't matter whether they are using the public-switched telephone network (or PSTN), a VoIP application, or a wireless phone. Neither should it matter whether they are using a phone at a hotel, motel, or office building. If you dial 911 in a large building, you need to reach someone qualified to help. And you should be able to do so: The technology to make that happen already exists."

- Ajit Pai , FCC Commissioner

"There are lives at stake, we know, like Kari's, and I believe we have an obligation to act to keep tragedies like Kari's from happening again,"

-Texas Senator John Cornyn



333 Guadalupe Street, Suite 2-212, Austin, Tx 78701
(512) 305-6911
www.csec.texas.gov



ACCESSING 9-1-1 using a MULTI-LINE TELEPHONE SYSTEM (MLTS)

practical information for:

HOTELS | MOTELS | DORMS
SCHOOLS | HOSPITALS | BUSINESSES



333 Guadalupe Street
Suite 2-212
Austin, Texas 78701



fixing the MLTS problem

In 2015 Kari's Law was enacted requiring direct access to 9-1-1 from a MLTS phone without having to first dial a prefix or other access code. MLTS service providers have indicated that there would be little to no cost to update the MLTS configuration to allow direct access to 9-1-1. This simple change could potentially **save lives**.

working together to save lives

There are several options available in ensuring that MLTS phones can directly dial 9-1-1 in the event of an emergency. Contact your MLTS provider to confirm that your phone can directly dial 9-1-1. You can also contact your local 9-1-1 coordinator to help assist with test calls and to provide public education on Kari's Law. For more information, please visit www.texas911.org/karislaw.

"Seconds count and when a 9-year old little girl is mature and brave enough to attempt to dial 9-1-1 for help, she should be answered."

- Hank Hunt, Kari's Law

be prepared

It is important to understand your MLTS phone and how it works so that you can plan for emergency situations. Keep it simple and save lives and property in the process.

- Be prepared for any type of emergency and have a response plan in place.
- Work with your MLTS provider to provide direct access to 9-1-1.
- Work with your local 9-1-1 jurisdiction to test access to 9-1-1.
- Review your plan routinely to ensure emergency services are always available to anyone located in your building.
- Train staff on how to respond during an emergency; when to call 9-1-1, how to call 9-1-1 and what to say when calling 9-1-1.

responsibility is yours

It is the responsibility of the Business Service User to update and maintain your MLTS/PBX system so that 9-1-1 calls get through to 9-1-1. If you find that your system cannot meet standards, you must fill out a waiver and submit it to www.texas911.org/karislaw.

If you operate a Multi-Line Telephone System or Private Branch Exchange (MLTS or PBX) in your school, hotel, hospital, or other business, it is important for you to know the issues that arise in calling 9-1-1 from these types of phones.

Some MLTS phones require an extra digit, often a "9", to be entered for an outside line. This can cause a problem, especially when people are taught to dial 9-1-1 and not "9,9-1-1."

Other MLTS phones might direct you to dial another digit before getting access to an outside line to call 9-1-1. Even more alarming are phones where you must dial several digits before getting to an outside line. This problem must be fixed in order to make sure everyone has access to emergency services.