



**FILED**

05-02-11

**BEFORE THE PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA**

Order Instituting Rulemaking to Improve Public Safety by Determining Methods for Implementing Enhanced 9-1-1 Services for Business Customers and for Multi-line Telephone System Users.

Rulemaking 10-04-011  
(Filed April 8, 2010)

### **ADMINISTRATIVE LAW JUDGE'S RULING**

This ruling requests comments, due on or before June 1, 2011, on Communication Division's (CD) Technical Workgroup Summary, attached to this ruling as Attachment 1.

#### **Background**

This rulemaking was opened to define the regulatory contours of Enhanced 9-1-1 provisioning for single and multi-line telephone systems used by business customers of California local exchange carriers to reach the goal of emergency access comparable to that afforded to residential customers.

Workshops were held on July 26 and 27, 2010, on the provisioning of Enhanced 9-1-1 caller location information for phone stations served by single and multi-line telephone systems used by California businesses. The workshops covered a range of issues with numerous presentations. The CD MLTS E-911 Workshop Report was circulated to the parties by administrative law judge ruling on October 22, 2010. Comments on the workshop report were filed by AT&T California and the Division of Ratepayer Advocates.

CD held a technical workgroup on January 27, 2011, to address the business practices of utilities and local service providers relating to the provisioning of multi-line services.

**Technical Workgroup Summary and NENA Model Legislation**

CD's Technical Workgroup Summary, attached to this ruling as Attachment 1, summarizes the January 27, 2011 workgroup, addresses outcomes, and requests comments on several issues. Parties may file comments on the identified issues and on the report on or before June 1, 2011.

As noted in the summary, a legislative mandate would be necessary to ensure PBX customer compliance with a law or regulation requiring accurate caller location information. The parties are requested to comment on whether they support, do not oppose, or oppose the NENA Model Legislation, with the February 5, 2011 updated technical requirements document, attached to the Workgroup Summary as Attachment A. If any party opposes the Model Legislation, the party should explain what part(s) the party opposes. The parties further are requested to comment on including a compliance mechanism, penalties for noncompliance, and funding to support compliance efforts in the legislation and to make specific recommendations on compliance-related additions to the legislation.

**IT IS RULED** that comments on the Technical Workgroup Summary are due on or before June 1, 2011.

Dated May 2, 2011, at San Francisco, California.

/s/ JANICE GRAU  
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Janice Grau  
Administrative Law Judge