



General Assembly

February Session, 2008

**Substitute Bill No. 5039**

\*        HB05039ET        042108        \*

**AN ACT CONCERNING AN ENHANCED 9-1-1 SERVICE DATABASE.**

Be it enacted by the Senate and House of Representatives in General Assembly convened:

1 Section 1. Section 28-25 of the general statutes is repealed and the  
2 following is substituted in lieu thereof (*Effective July 1, 2008*):

3 As used in this section and sections 28-25a [, 28-25b, 28-26, 28-27, 28-  
4 27a, 28-28, 28-28a, 28-28b, 28-29, 28-29a and] to 28-29b, inclusive:

5 (1) "Automatic number identification" means an enhanced 9-1-1  
6 service capability that enables the automatic display of the [seven  
7 digit] telephone number used to place a 9-1-1 call.

8 (2) "Automatic location identification" means an enhanced 9-1-1  
9 service capability that enables the automatic display of information  
10 defining the geographical location of the telephone used to place a 9-1-  
11 1 call.

12 (3) "Office" means the Office of State-Wide Emergency  
13 Telecommunications.

14 (4) "Commission" means the E 9-1-1 Commission created by section  
15 28-29a.

16 (5) "Enhanced 9-1-1 service" means a service consisting of telephone  
17 network features and public safety answering points provided for

18 users of the public telephone system enabling such users to reach a  
19 public safety answering point by dialing the digits "9-1-1". Such service  
20 directs 9-1-1 calls to appropriate public safety answering points by  
21 selective routing based on the geographical location from which the  
22 call originated and provides the capability for automatic number  
23 identification and automatic location identification features.

24 (6) "Enhanced 9-1-1 network features" means those features of  
25 selective routing which have the capability of automatic number and  
26 location identification.

27 (7) "Municipality" means any town, city, borough, consolidated  
28 town and city or consolidated town and borough.

29 (8) "Public safety agency" means a functional division of a  
30 municipality or the state which provides fire fighting, law  
31 enforcement, ambulance, medical or other emergency services.

32 (9) "Private safety agency" means any entity, except a municipality  
33 or a public safety agency, providing emergency fire, ambulance or  
34 medical services.

35 (10) "Public safety answering point" means a facility, operated on a  
36 twenty-four-hour basis, assigned the responsibility of receiving 9-1-1  
37 calls and, as appropriate, directly dispatching emergency response  
38 services, or transferring or relaying emergency 9-1-1 calls to other  
39 public safety agencies. A public safety answering point is the first  
40 point of reception by a public safety agency of a 9-1-1 call and serves  
41 the jurisdictions in which it is located or other participating  
42 jurisdictions.

43 (11) "Selective routing" means the method employed to direct 9-1-1  
44 calls to the appropriate public safety answering point based on the  
45 geographical location from which the call originated.

46 (12) "Telephone company" includes every corporation, company,  
47 association, joint stock association, partnership or person, or lessee

48 thereof, owning, leasing, maintaining, operating, managing or  
49 controlling poles, wires, conduits or other fixtures, in, under or over  
50 any public highway or street, for the provision of telephone exchange  
51 and other systems and methods of telecommunications and services  
52 related thereto in or between any or all of the municipalities of this  
53 state.

54 (13) "Private branch exchange" means an electronic telephone  
55 exchange installed on the user's premises to allow internal dialing  
56 from station to station within such premises and connection to  
57 outgoing and incoming lines to the public switched network of a  
58 telephone company.

59 (14) "Private safety answering point" means a facility within a  
60 private company, corporation or institution, operated on a twenty-  
61 four-hour basis, and assigned the responsibility of receiving 9-1-1 calls  
62 routed by a private branch exchange and, directly dispatching in-  
63 house emergency response services, or transferring or relaying  
64 emergency 9-1-1 calls to other public or private safety agencies.

65 (15) "Emergency medical dispatch" means the management of  
66 requests for emergency medical assistance by utilizing a system of (A)  
67 tiered response or priority dispatching of emergency medical resources  
68 based on the level of medical assistance needed by the victim, and (B)  
69 prearrival first aid or other medical instructions given by trained  
70 personnel who are responsible for receiving 9-1-1 calls and directly  
71 dispatching emergency response services.

72 (16) "Emergency notification system" means a service that notifies  
73 the public of an emergency.

74 (17) "Subscriber information" means the name, address and  
75 telephone number contained in the enhanced 9-1-1 service database of  
76 any telephone used to place a 9-1-1 call or that is used in connection  
77 with an emergency notification system.

78 Sec. 2. Section 28-28a of the 2008 supplement to the general statutes

79 is repealed and the following is substituted in lieu thereof (*Effective July*  
80 *1, 2008*):

81 (a) A telephone company or voice over Internet protocol service  
82 provider, as defined in section 28-30b of the 2008 supplement to the  
83 general statutes, shall forward to any public safety answering point or  
84 other answering point equipped for enhanced 9-1-1 service the  
85 telephone number and street address of any telephone used to place a  
86 9-1-1 call, provided a voice over Internet protocol service provider  
87 shall be in compliance with this [section] subsection if the provider  
88 complies with the requirements for forwarding such information  
89 contained in 47 CFR 9 and this chapter provided the provisions of this  
90 chapter are not addressed by, or are not inconsistent with, federal law  
91 or regulations, regarding the provision of enhanced 9-1-1 service in the  
92 state of Connecticut. Subscriber information provided in accordance  
93 with this [section] subsection shall be used only for the [purpose of  
94 responding] following purposes: (1) Responding to emergency calls,  
95 [or for the investigation of] (2) investigating false or intentionally  
96 misleading reports of incidents requiring emergency service, or (3)  
97 enabling emergency notification systems. Subscriber information  
98 collected in accordance with subdivision (3) of this subsection shall be  
99 used only in case of life-threatening emergencies. Subscriber  
100 information provided pursuant to this subsection shall be confidential  
101 and shall not be subject to disclosure pursuant to the Freedom of  
102 Information Act, as defined in section 1-200.

103 (b) Each month, the provider of the enhanced 9-1-1 service database  
104 shall provide the Office of State-wide Emergency Telecommunications  
105 an electronic copy of the current subscriber information maintained in  
106 the enhanced 9-1-1 service database. The office shall make such  
107 subscriber information available to the Department of Emergency  
108 Management and Homeland Security and to each public safety  
109 answering point pursuant to a memorandum of understanding  
110 consistent with the provisions of this section. Each public safety  
111 answering point that has entered into such a memorandum of  
112 understanding shall make such subscriber information available to one

113 or more of the municipalities within the public safety answering  
 114 point's jurisdiction at such a municipality's request.

115 (c) On or before October 1, 2008, the enhanced 9-1-1 service database  
 116 provider and the Office of State-wide Emergency Telecommunications  
 117 shall enter into an agreement regarding the provision of the enhanced  
 118 9-1-1 service database information in accordance with subsection (b) of  
 119 this section, including, but not limited to, payment for the costs  
 120 incurred by the provider of the enhanced 9-1-1 service database in  
 121 connection with the compilation of the enhanced 9-1-1 service database  
 122 information.

123 (d) No telephone company or its agents and no voice over Internet  
 124 protocol service provider or its agents shall be liable to any person  
 125 [who uses] or entity for release of the information specified in this  
 126 section, or for any failure of equipment or procedure in connection  
 127 with the enhanced 9-1-1 service or an emergency notification system  
 128 established under sections 28-25 [, 28-25a, 28-25b, 28-26, 28-27, 28-27a,  
 129 and 28-28, this section and sections 28-28b, 28-29, 28-29a and] to 28-  
 130 29b, inclusive, as amended by this act. [for release of the information  
 131 specified in this section or for any failure of equipment or procedure in  
 132 connection with enhanced 9-1-1 service.]

This act shall take effect as follows and shall amend the following sections:		
Section 1	July 1, 2008	28-25
Sec. 2	July 1, 2008	28-28a

**PS**            *Joint Favorable Subst.*

**GAE**          *Joint Favorable*

**APP**          *Joint Favorable*

**ET**            *Joint Favorable*