

# KNOW HOW YOUR PHONE WORKS WHEN SECONDS COUNT

## Where to get information on MLTS issues and solutions:

- Contact your Telecommunication manager or vendor 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 CSEC website at [www.csec.texas.gov](http://www.csec.texas.gov) and click on the link for [Accessing 9-1-1 Service Via a Multi-line Telephone System](#).

*“When consumers dial 911, 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

*“Our message to the public has always been to dial 911 in an emergency. The public should not be required to know if they must dial additional numbers before 911 to get the help they need.”*  
- Jim Lake, Director of Charleston County Consolidated 9-1-1 Center



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## CHARLESTON COUNTY CONSOLIDATED 9-1-1 CENTER



## ACCESSING 9-1-1 USING A MULTI-LINE TELEPHONE SYSTEM (MLTS)



## PRACTICAL INFORMATION FOR:

- MLTS MANAGERS/  
OPERATORS
- SCHOOLS
- HOTELS
- HOSPITALS
- BUSINESSES

## WOULD YOUR PHONE SYSTEM WORK IN AN EMERGENCY?

Call 9-1-1 to Save A Life, Stop a Crime, Report a Fire  
Call if you Can, Text if you Can't



## What's the Problem?

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 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."

Also, when 9-1-1 receives a call from MLTS phones, it typically is only able to see the corporate or billing address and not the floor or room location of the emergency caller. Precious minutes are lost when the 9-1-1 call-taker is trying to accurately locate where the emergency is occurring in the facility.

### 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.
- Program the MLTS and utilize location technology that ensures the MLTS provides the call-taker with the most accurate number and location information available for the caller.
- Consider alerting on-site personnel when a 9-1-1 call is made to help direct responders to the emergency.

## Fixing the MLTS Problem

The issues with MLTS access to 9-1-1 can be avoided thus eliminating the loss of life and/or property. Work with your MLTS service provider or maintenance vendor to check the programming for the MLTS. Many providers 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 assuring that MLTS phones can directly dial 9-1-1 in the event of an emergency. Please do not hesitate to contact your MLTS provider to confirm that your phone can dial directly to 9-1-1. You can also contact your local 9-1-1 coordinator to schedule a test call to 9-1-1. Not only can your local 9-1-1 coordinator assist with test calls, but they can also provide assistance in how to resolve your MLTS issues.

*"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. Your plan does not have to be difficult. Keep it simple and save lives in the process.

- Be prepared for any type of emergency and have a response plan in place.
- Work with your MLTS vendor to provide direct access to 9-1-1.
- Work with your local 9-1-1 system to test access to 9-1-1. Ensure that emergency calls are going to the correct 9-1-1 agency and the call-back number and the location of the 9-1-1 call is correctly displayed for the 9-1-1 call-taker.
- Update your plan routinely to ensure emergency services are always available to anyone located in your building.
- Train facility 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 MLTS Managers/Operators to update and maintain your MLTS or PBX system so that 9-1-1 calls go through efficiently and accurately. Help us help you by keeping your system up-to-date and prepared for emergencies.**