

[DISCUSSION DRAFT]

H.R. _____

To ensure effective access to 9-1-1 emergency response services through Multi-Line Telephone Systems, to enhance public safety by ensuring that telephone systems can relay accurate location information for 9-1-1 callers in hotels, dormitories, businesses, and other places frequented by the public, and for other purposes.

IN THE HOUSE OF REPRESENTATIVES

M____. _____ introduced the following bill; which was referred to the Committee on Energy and Commerce.

A BILL

To ensure effective access to 9-1-1 emergency response services through Multi-Line Telephone Systems, to enhance public safety by ensuring that telephone systems can relay accurate location information for 9-1-1 callers in hotels, dormitories, businesses, and other places frequented by the public, and for other purposes.

1 *Be it enacted by the Senate and House of Representatives of the*
2 *United States of America in Congress Assembled,*

3 **SECTION 1. SHORT TITLE; TABLE OF CONTENTS.**

4 (a) SHORT TITLE.—This Act may be cited as the “9-1-1 Public Safety
5 Access, Location, and Identification Act of 2014” or the “9-1-1 PS-ALI
6 Act.”

7 (b) TABLE OF CONTENTS.—The table of contents for this Act is as fol-
8 lows:

- Section 1. Short Title; Table of Contents.
- Section 2. Findings and Purpose
- Section 3. Definitions.
- Section 4. Preemption
- Section 5. Requirements for MLTS Manufacturers and Service
Providers
- Section 6. Requirements for MLTS Managers
- Section 7. Local Termination Prohibited—Exceptions
- Section 8. Enforcement
- Section 9. Limitation on Liability

1 **SECTION 2. FINDINGS AND PURPOSE**

2 (a) FINDINGS.—The Congress finds and declares that—

3 (1)Effective access to 9-1-1 service in businesses, dormitories,
4 multi-tenant dwellings, hotels, and other temporary lodgings is es-
5 sential to the safety of life and property throughout the United
6 States.

7 (2)Consumers traveling for business or leisure often frequent ho-
8 tels and other temporary lodgings served by Multi-Line Telephone
9 Systems, and are generally unaware of system limitations that can
10 prevent direct access to 9-1-1 or hinder the ability of responders to
11 locate callers.

12 (3)Many employers operate Multi-Line Telephone Systems
13 whose service footprint may extend across state lines and service
14 multiple locations or campuses, and employees often do not realize
15 that 9-1-1 calls from these facilities could be routed to the wrong
16 Public Safety Answering Point, or intercepted before ever reaching
17 authorized local response agencies.

18 (4)Maintaining a nationally-interconnected system of voice te-
19 lephony is vital to the functioning of our economy.

20 (5)Multi-Line Telephone Systems are manufactured and sold in
21 interstate commerce.

22 (6)Multi-Line Telephone systems, by virtue of their interconnec-
23 tion with the Public-Switched Telephone Network and other net-
24 works are necessarily amenable to use in interstate commerce, and
25 are actually used in interstate commerce.

26 (7)Establishing requirements for the manufacture, importation,
27 sale, installation, configuration, and maintenance of Multi-Line Tel-
28 ephone Systems and providing liability protection for manufactur-
29 ers, service providers, and system managers is an appropriate sub-
30 ject for Federal legislation because—

31 (A)of the natural scope of the problems created by the man-
32 ufacture, importation, and sale of unsafe Multi-Line Telephone
33 Systems that cannot provide effective access to 9-1-1;

34 (B)of the natural scope of the problems created by the im-
35 proper installation, configuration, or maintenance of Multi-Line
36 Telephone Systems in unsafe manners;

37 (C)the citizens of the United States depend upon, and the
38 Federal Government expends funds on, the Multi-Line Tele-
39 phone Systems and associated services;

1 (D)a uniform means of access to emergency services facili-
2 tates the exercise and protection of citizens' rights under the
3 United States Constitution;

4 (E)it is in the interest of the Federal Government to encour-
5 age the continued availability of and effective access to a univer-
6 sal emergency telephone number because such availability and
7 effective access saves lives, protects property, and promotes the
8 healthy functioning of the national economy;

9 (F)imposing requirements and offering liability protection
10 will promote the free flow of goods and services, lessen burdens
11 on interstate commerce, and uphold constitutionally-protected
12 due process rights;

13 (G)the imposition of these requirements and establishment
14 of certain liability protections is an appropriate use of the pow-
15 ers contained in article I, section 8, clause 3 of the United States
16 Constitution, and the fourteenth amendment to the United
17 States Constitution.

18 (b) PURPOSE.—The purpose of this Act is to ensure effective access
19 to 9-1-1 emergency response services through Multi-Line Telephone
20 Systems, to enhance public safety by ensuring that telephone systems
21 can relay accurate location information for 9-1-1 callers in hotels, dor-
22 mitories, businesses, and other places frequented by the public, and to
23 provide liability protection to manufacturers, service providers, and
24 system owners who take required steps to ensures such access and en-
25 hancements.

26 **SECTION 3. DEFINITIONS.**

27 As used in this Act, the following definitions shall apply:

28 (a) AUTOMATIC LOCATION IDENTIFICATION (“ALI”).—The term “au-
29 tomatic location identification” means an automatic display at a Public
30 Safety Answering Point of call-associated data including:

- 31 (1)telephone number of the calling party;
32 (2)address and location of the telephone from which the call was
33 placed; and
34 (3)supplementary emergency services information about that lo-
35 cation.

36 (b) AUTOMATIC NUMBER IDENTIFICATION (“ANI”).—The term “Auto-
37 matic Number Identification” means a process for retrieving and dis-
38 playing a routable and dialable North American Numbering Plan tele-
39 phone number, associated with the access line or trunk from which a
40 call originates, or the number that can be retrieved and displayed using

1 that process. ANI does not include user-configurable data such as
2 “Caller ID.”

3 (c) BUILDING UNIT IDENTIFIER (“BUI”).—The term “Building Unit
4 Identifier” means a room number or similar designation of a portion of
5 a structure or building.

6 (d) CALL BACK NUMBER.—The term “Call Back Number” means a
7 number, which may or may not be a direct-dial number for a station
8 used to originate a 9-1-1 call, used by a PSAP to re-contact a location
9 from which a 9-1-1 call was placed.

10 (e) COVERED MLTS.—The term “Covered MLTS” means a multi-line
11 telephone system or MLTS service manufactured, imported, offered for
12 first sale, or first sold more than two years after the date of enactment
13 of this Act.

14 (f) EMERGENCY LOCATION IDENTIFICATION NUMBER (“ELIN”).—The
15 term “Emergency Location Identification Number” means a valid,
16 routable, and dialable telephone number in North American Number-
17 ing Plan format, assigned to an MLTS operator by an appropriate au-
18 thority, that can be used to route a call to a PSAP and to retrieve the
19 ALI record for the location from which that call originates. For purposes
20 of this definition, an ELIN may be the same telephone number as a re-
21 lated station ANI.

22 (g) EMERGENCY RESPONSE LOCATION (“ERL”).—The term “Emer-
23 gency Response Location” means a location associated with one or more
24 ANIs established to provide a specific destination and search area for
25 field responders.

26 (h) GRANDFATHERED MLTS.—The term “Grandfathered MLTS”
27 means an MLTS or MLTS service manufactured, imported, offered for
28 sale or use, and sold, installed, and used prior to the date of enactment
29 of this Act but which continues in use more than six years after the date
30 of enactment of this Act.

31 (i) INTERNET SERVICE PROVIDER (“ISP”).—The term “Internet Ser-
32 vice Provider” means a company that provides Internet access to other
33 companies or individuals.

34 (j) KEY TELEPHONE SYSTEM.—The term “Key Telephone System”
35 means a type of MLTS designed to provide shared access to several out-
36 side lines through buttons, or keys, typically offering identified access
37 lines with direct line appearance or termination on a given telephone
38 set.

39 (k) LOCAL NOTIFICATION.—The term “Local Notification” means a
40 system capability whereby a call to 9-1-1 from an MLTS extension will

1 trigger a simultaneous notification to another station of the location of
2 the telephone that has dialed 9-1-1.

3 (l) LOCAL TERMINATION.—The term “Local Termination” means the
4 interception of 9-1-1 calls within an MLTS and their diversion to a sta-
5 tion, system, or alternative point of termination other than the Public
6 Safety Answering Point that would ordinarily handle a 9-1-1 call placed
7 by a telephone subscriber at each location from which a user can place
8 calls from a particular MLTS.

9 (m) MULTI-LINE TELEPHONE SYSTEM (“MLTS”). – The term “Multi-
10 line Telephone System” means a system comprised of common control
11 unit(s), telephone sets, control hardware and software, and adjunct sys-
12 tems which enables users to make and receive telephone calls using
13 shared resources such as telephone network trunks or data link band-
14 width. This term includes, but is not limited to: network-based and
15 premises-based systems such as Centrex service; premises-based,
16 hosted, and cloud-based VoIP; as well as PBX, Hybrid, and Key Tele-
17 phone Systems (as classified by the FCC under Part 68 of its current
18 rules or any successor rules); and

19 (n) MULTI-LINE TELEPHONE SYSTEM MANAGER.—The term “Multi-
20 line Telephone System Manager” means any entity that implements an
21 MLTS, either through purchase or lease of an MLTS or by contracting
22 for MLTS services such as Centrex, Hosted MLTS, Hosted VoIP, or sim-
23 ilar services.

24 (o) MASTER STREET ADDRESS GUIDE (“MSAG”).—The term “Master
25 Street Address Guide” means a database of street names and number
26 ranges within one or more communities defining Emergency Services
27 Zones (“ESZs”) and associating those ESZs with Emergency Services
28 Numbers (“ESNs”) to enable proper routing of 9-1-1 calls.

29 (p) ON-SITE NOTIFICATION.—The term “On-Site Notification” means
30 an MLTS feature that can automatically alert a designated emergency
31 station on the premises from which a 9-1-1 call is originated that 9-1-1
32 has been dialed from the MLTS and of the ERL of the station from
33 which a call that triggered the notification was originated, or of a more
34 granular BUI if that information was not included in the ALI record
35 associated with the ERL provisioned for the ELIN associated with the
36 call.

37 (q) PUBLIC SAFETY ANSWERING POINT (“PSAP”).—The term “Public
38 Safety Answering Point” means a system of hardware, software, tele-
39 communications or information-service connections, and call takers
40 that—

1 (1)are authorized by a governing body and operate under com-
2 mon management to receive 9-1-1 calls and asynchronous event no-
3 tifications for a defined geographic area; and

4 (2)processes those calls and events according to a specified oper-
5 ational policy to enable and facilitate the provisioning of emergency
6 response services such as law enforcement, fire service, and emer-
7 gency medical service to consumers, businesses, properties, and
8 other public agencies.

9 (r) SHARED RESIDENTIAL MLTS SERVICE.—The term “Shared Resi-
10 dential MLTS Service” means the use of one or more MLTS or MLTS
11 service(s) to provide telephone service to residential facilities, including
12 but not limited to single family and multi-family dwellings, even if the
13 service is not individually billed.

14 (s) TEMPORARY RESIDENCE MLTS.—The term “Temporary Resi-
15 dence MLTS” means the use of MLTS or MLTS service to provide tele-
16 phone service to occupants of temporary or transient dwellings, includ-
17 ing but not limited to dormitories, hotels, motels, health care facilities,
18 and nursing homes, or other similar facilities.

19 (t) TRANSITION PERIOD.—The term “Transition Period” means the
20 period of time between the date of enactment of this Act and the date
21 on which the terms of the Act become applicable to a particular MLTS.

22 (u) SHARED TELECOMMUNICATIONS SERVICES.—The term “Shared
23 Telecommunications Services” means the provision of telecommunica-
24 tions and information management services and equipment within a
25 user group located in discrete private premises in building complexes,
26 campuses, or high-rise buildings, by a commercial shared services pro-
27 vider or by a user association, through privately owned customer prem-
28 ises equipment and associated data processing and information man-
29 agement services, and includes the provisioning of connections to the
30 facilities of a local exchange carrier or an interexchange carrier.

31 (v) WORKSPACE.—The term “workspace” means the physical build-
32 ing area where work is normally performed, measured by net square
33 footage, including offices; production, warehouse, and shop floors; stor-
34 age areas; hallways; conference rooms; restrooms; break rooms; and
35 other common areas. “Workspace” does not include wall thicknesses,
36 shafts, heating/ventilating/air conditioning equipment spaces, mechan-
37 ical/electrical spaces, or similar areas to which employees do not nor-
38 mally have access.

39 (w) 9-1-1 SERVICE PROVIDER.—The term “9-1-1 Service Provider”
40 means an entity providing one or more of the following 9-1-1 service

1 system elements: network connectivity, PSAP customer premises
2 equipment, or database management service.

3 **SECTION 4. PREEMPTION**

4 This Act preempts the laws of any State to the extent that such laws
5 are inconsistent with this Act, except that this Act shall not preempt
6 any state law that provides additional protection from liability for an
7 MLTS manufacturer, MLTS service provider, or MLTS Manager who
8 complies with the requirements of this Act.

9 **SECTION 5. REQUIREMENTS FOR MLTS MANUFACTURERS 10 AND SERVICE PROVIDERS**

11 All Covered MLTS shall, at a minimum, provide feature support for
12 each of the following mandatory capabilities:

13 (a) **DIRECT ACCESS TO 9-1-1.**—A Covered MLTS shall allow, as a de-
14 fault setting, any station equipped with dialing facilities to directly in-
15 itiate a 9-1-1 call without requiring a user to dial any other, further, or
16 additional digit, code, prefix, or post-fix, including trunk-access codes
17 such as “9”. When a Covered MLTS is capable of being configured to
18 require some additional act such as the dialing of a code, prefix, or
19 trunk-access code prior to originating a call on the Public-Switched Tel-
20 ephone Network in normal operation, it must continue to recognize and
21 handle, as required in this Act, all calls to 9-1-1, whether or not the
22 code, prefix, or trunk-access code is dialed.

23 (b) **LOCATION PROVISIONING.**—A Covered MLTS shall provide ade-
24 quate location determination capabilities to permit field responders
25 such as law enforcement personnel, firefighters, and emergency medi-
26 cal technicians to locate, within a reasonable search area, the station
27 from which a 9-1-1 call has been placed by supporting the assignment
28 of a unique ELIN and ERL to each station equipped with dialing facili-
29 ties, and by supporting any industry-standard signaling protocol de-
30 signed to provide ANI and ALI information to an E9-1-1 or NG9-1-1
31 system.

32 (c) **ON-SITE NOTIFICATION.**—A Covered MLTS shall provide feature
33 support for On-Site Notification.

34 (d) **LOCAL TERMINATION RESTRICTION.**—All Covered MLTS capable
35 of being configured to divert 9-1-1 calls to an internal or external point
36 of termination other than the local Public Safety Answering Point that
37 would otherwise service a telephone subscriber at the location of any
38 MLTS station that initiates a 9-1-1 call shall require, as mandatory pre-
39 cursor to activating such a function, that an MLTS Manager affirma-
40 tively acknowledge that the MLTS Manager understands the require-

1 ments of this Section, and that the MLTS Manager authorizing the ac-
 2 tivation of that feature will be responsible for complying with those re-
 3 quirements. The system shall log the date and time of such acknowl-
 4 edgements and the username or other unique identifier associated with
 5 the MLTS Manager who activated the feature and made the required
 6 acknowledgement and agreement, or that of such other user who did so
 7 on behalf of and with the authorization of the MLTS Manager.

8 **SECTION 6. REQUIREMENTS FOR MLTS MANAGERS**

9 Every person, government agency, or instrumentality of government
 10 shall ensure that all MLTS for which that person, agency, or instru-
 11 mentality is an MLTS Manager meets each of the following require-
 12 ments.

13 (a) **DIRECT ACCESS TO 9-1-1.**—In general, every MLTS shall be in-
 14 stalled, configured, and maintained to provide direct access to 9-1-1.

15 (1) All Covered MLTS and Grandfathered MLTS must be in-
 16 stalled, configured, and maintained, to provide direct access to 9-1-
 17 1 from all handsets and other stations equipped with dialing facili-
 18 ties without requiring a user to dial any other, further, or additional
 19 digit, code, prefix, or post-fix, including trunk-access codes such as
 20 “9”.

21 (2) During the Transition Period, an MLTS Manager responsible
 22 for an MLTS that is not installed, configured, or maintained to pro-
 23 vide direct access to 9-1-1 shall give notice to all users or potential
 24 users of each MLTS for which the MLTS Manager is responsible by:

25 (A) notifying regular users such as employees of the limita-
 26 tions on 9-1-1 calling by requiring them, on an annual basis, to
 27 sign a document, written in a language they can read, that ex-
 28 plains that direct access to 9-1-1 is not available from the MLTS;

29 (B) placing on each station a label that explains, in type of at
 30 least 14 points size, how 9-1-1 can be reached, and that conspic-
 31 uously lists the complete dial-string required to reach 9-1-1 in
 32 red type of at least 36 points size; and

33 (C) notifying temporary occupants such as hotel guests of the
 34 limitations of the MLTS at check-in, and advising such occu-
 35 pants of the required procedure for dialing 9-1-1.

36 (b) **GENERAL LOCATION PROVISIONING OBLIGATIONS.**—All Covered
 37 MLTS and Grandfathered MLTS shall be installed, configured, and
 38 maintained to provide distinct ELINs and ERLs for each station, unless
 39 permitted to elect a lesser requirement by Subsection (c) or (d).

40 (c) **SPECIAL LOCATION PROVISIONING OBLIGATIONS FOR COVERED**
 41 **MLTS.**—Covered MLTS that meet the definition of one of the following

1 services may satisfy their location provisioning obligations by providing
2 the specified level of location data:

3 (1) Shared Residential MLTS shall provide a unique ELIN and
4 ERL for each living unit and common area served, and may meet
5 the requirements for Business MLTS with respect to stations in all
6 other areas.

7 (2) Temporary Residence MLTS may provide a unique ELIN and
8 ERL for each temporary residential unit served, and may meet the
9 requirements for Business MLTS with respect to stations in all
10 other areas.

11 (3) Business MLTS may provide at least one ERL for each floor
12 of each property served, and within each floor at least one additional
13 ERL for each whole 7,000 square feet of Workspace beyond the first,
14 plus one additional ERL for any remaining Workspace, if the MLTS
15 is configured to also provide Alternative Notification.

16 (d) SPECIAL LOCATION PROVISIONING OBLIGATIONS FOR GRANDFA-
17 THERED MLTS.—Grandfathered MLTS that meet the definition of one
18 of the following services may satisfy their location provisioning obliga-
19 tions by providing the specified level of location data:

20 (1) Shared Residential MLTS shall provide a unique ELIN and
21 ERL for each living unit served, but may meet the requirements for
22 Business MLTS with respect to stations in all other areas.

23 (2) Temporary Residence MLTS may provide either a unique
24 ELIN and ERL for each temporary residential unit (e.g., hotel or
25 dorm room), or facilities for automatically notifying a designated
26 station that is continuously staffed while the facility is occupied,
27 such as a guard post, front desk, or annunciator, that a 9-1-1 call
28 has been placed and of the Building Unit Identifier from which it
29 was placed.

30 (3) Business MLTS may provide at least one ERL for each floor
31 of each property served, and within each floor at least one additional
32 ERL for each whole 7,000 square feet of Workspace beyond the first,
33 plus one additional ERL for any remaining Workspace, or facilities
34 for automatically notifying a designated station that is continuously
35 staffed while the facility is occupied, such as a guard post, front
36 desk, or annunciator, that a 9-1-1 call has been placed and of the
37 Building Unit Identifier from which it was placed.

38 (4) Key Telephone Systems may provide one ERL per installed
39 line.

40 (e) LOCATION INFORMATION MAINTENANCE.—An MLTS Manager
41 shall validate all ERLs established for stations served by the MLTS

1 against the appropriate local MSAG, and shall provide that validated
 2 data to each local ALI database administrator within seven days of first
 3 establishing MLTS service and within one day of making changes to
 4 any previously-installed system, or by installing, configuring, and/or
 5 maintaining each Covered MLTS or Grandfathered MLTS in a jurisdic-
 6 tion served by NG9-1-1 Service to transmit station-level location infor-
 7 mation with each 9-1-1 call in accordance with applicable industry
 8 standards.

9 (1)Exceptions for MLTS in Areas Without E9-1-1 OR NG9-1-1.—
 10 For areas of the country in which neither Enhanced 9-1-1 service
 11 nor NG9-1-1 service has been established, the database mainte-
 12 nance requirements of this section shall be tolled, with respect to
 13 stations in those areas only, as follows:

14 (A)Covered MLTS serving stations in areas with neither E9-
 15 1-1 nor NG9-1-1 service shall meet the applicable database
 16 maintenance requirements of this Section within six months
 17 from the time E9-1-1 or NG9-1-1 service is established.

18 (B)Grandfathered MLTS serving stations in areas with nei-
 19 ther E9-1-1 nor NG9-1-1 service shall meet the applicable data-
 20 base maintenance requirements of this Section within six years
 21 from the time such service is first established, if that time is less
 22 than six years after the date of enactment of this Act.

23 (C)Grandfathered MLTS serving stations in areas with nei-
 24 ther E9-1-1 service nor NG9-1-1 service shall meet the applica-
 25 ble database maintenance requirements of this Section within
 26 six months from the time such service is first established, if that
 27 time is more than six years after the date of enactment of this
 28 Act.

29 (2)Audit Requirement.—An MLTS Manager shall, no less than
 30 once per year, verify the accuracy of all ALI data against the actual
 31 physical location of each station served by an MLTS.

32 **SECTION 7. LOCAL TERMINATION PROHIBITED—**
 33 **EXCEPTIONS**

34 Except as allowed below, an MLTS Manager shall not install, configure,
 35 or maintain an MLTS to engage in Local Termination of 9-1-1 calls.

36 (a) WHEN PERMITTED.—An MLTS Manager may configure an
 37 MLTS to locally terminate 9-1-1 calls if and only if all of the following
 38 conditions obtain during periods in which the facility or facilities served
 39 by an MLTS are occupied:

40 (1)The point of termination to which an MLTS is configured to
 41 divert 9-1-1 calls is provisioned with redundant communications

1 links from the MLTS, dimensioned in accordance with telecommu-
2 nications industry standards and best practices, to accommodate
3 call volumes and call arrival patterns that can be reasonably antic-
4 ipated on the basis of an historical traffic study or industry stand-
5 ards, if no historical data is available, for the facility or facilities
6 served by the MLTS.

7 (2)The point of termination to which the MLTS is configured to
8 divert 9-1-1 calls is staffed on a continuous basis with qualified per-
9 sonnel trained as public safety telecommunicators in accordance
10 with or in excess of the training requirements of the local Public
11 Safety Answering Point to which a 9-1-1 call would otherwise be de-
12 livered if not locally terminated.

13 (3)The point of termination to which the MLTS is configured to
14 divert 9-1-1 calls is provisioned with a means of directly dispatching
15 qualified emergency responders including duly authorized and
16 sworn law enforcement personnel, firefighters, and EMS units
17 trained and equipped in accordance with the prevailing standards
18 of the community or communities within which the MLTS provides
19 service to end users.

20 (4)The MLTS is configured to automatically re-route calls via the
21 Public-Switched Telephone Network, using the dial-string "9-1-1",
22 to the local Public Safety Answering Point that would otherwise
23 serve a station if it were operated by a local telephone subscriber in
24 the event that a diverted call is not answered within 25 seconds or
25 the point of termination cannot be reached due to network or system
26 failure or overload.

27 **SECTION 8. ENFORCEMENT**

28 (a) PROHIBITION ON IMPORTATION OR SALE OF NONCOMPLIANT
29 MLTS.—The Federal Trade Commission shall have the power to ban
30 the importation or sale of MLTS which do not comply with the require-
31 ments of this Act.

32 (b) PROHIBITION ON ATTACHMENT OF NON-COMPLIANT TERMINAL
33 EQUIPMENT.—The Federal Communications Commission shall have
34 the power to prohibit the attachment of MLTS which do not comply with
35 the requirements of this Act to the Public-Switched Telephone Network,
36 or to any successor network over which voice telephone calls may be
37 carried.

38 (c) ADMINISTRATIVE PROCEDURE.—In exercising the powers dele-
39 gated by this Act, the Federal Trade Commission and the Federal Com-
40 munications Commission shall proceed by informal rulemaking.

1 **SECTION 9. LIMITATION ON LIABILITY**

2 (a) **LIABILITY PROTECTION FOR MLTS MANUFACTURERS, SERVICE**
3 **PROVIDERS, AND MLTS MANAGERS.**—No MLTS manufacturer, MLTS
4 service provider, or MLTS Manager shall be liable for any harm arising
5 from the use or attempted use of an MLTS to dial or connect a 9-1-1 call
6 if—

7 (1)the MLTS Manufacturer, MLTS service provider, or MLTS
8 Manager complied with all applicable requirements of this Act by
9 the required dates at the time the harm occurred;

10 (2)if appropriate or required, the manufacturer, service pro-
11 vider, or MLTS Manager was properly licensed, certified, or author-
12 ized by the appropriate authorities for the activities or practice in
13 the State in which the harm occurred;

14 (3)the harm was not caused by willful or criminal misconduct or
15 a conscious, flagrant indifference to the rights or safety of the indi-
16 vidual harmed by the use or attempted use of an MLTS to dial or
17 connect a 9-1-1 call.

18 (b) **APPLICATION.**—This Act applies to any claim in law or equity,
19 whether sounding in contract, tort, products liability, or otherwise
20 against an MLTS manufacturer, service provider, or MLTS Manager
21 where that claim is filed on or after the effective date of this Act, but
22 only if the harm that is the subject of the claim or the conduct that
23 caused such harm occurred after such effective date.