09 NCAC 06C .0211   TELEPHONES

(a) Equipment and Operations.
  (1)   PSAPS shall be equipped with telephone lines and telephone devices as follows:
    (A)   A minimum of two 911 telephone lines and 911 telephone devices shall be assigned exclusively for receipt of 911 calls. These lines shall appear on at least two telephone devices within the PSAP.
    (B)   Additional 911 telephone lines and 911 telephone devices shall be provided as necessary for the volume of calls handled by the PSAP.
    (C)   Additional telephone lines shall be provided for the normal business (non-emergency) use as needed.
    (D)   At least one outgoing-only line and telephone device shall be provided.
  (2)   911 lines and 911 telephone devices shall be answered prior to non-emergency telephone lines and non-emergency telephone devices.
  (3)   When all 911 telephone lines and 911 telephone devices are in use, y 911 calls shall be routed to other predetermined telephone lines and telephone devices that shall be monitored for integrity, and that are approved by the PSAP.
  (4)   Calls to the business number shall not hunt to the designated emergency lines.
  (5)   When transferring a 911 call pursuant to Rule .0209(b) of this Section, the PSAP shall transfer the call data to the designated PSAP when possible. If the call transfer is not possible, call data shall be relayed by the telecommunicator.
  (6)   All 911 calls shall be recorded.
(b) Circuits/Trunks.
  (1)   PSAPS shall have at least two 911 call delivery paths with diverse routes arranged so that no single incident interrupts both routes.
  (2)   Where multiple PSAPs that serve a jurisdiction are not located in a common facility, at least two circuits with diverse routes, arranged so that no singular incident interrupts both routes, shall be provided between PSAPs.
  (3)   The PSAP shall have sufficient 911 trunk capacity to receive 99.9 percent of all calls during the busiest hour of the average week of the busiest month of the year.

History Note: *Authority G.S. 62A-42;*
    Eff. July 1, 2016.