**Section 727.105 Definitions**

 "Automatic Location Identification" or "ALI" – A feature or function that transmits the 9-1-1 caller's address and, where required, the Distinct Location Identification to the public safety answering point (PSAP) in an Enhanced 9-1-1 system.

 "Automatic Number Identification" or "ANI" – Automatic display of the 9-1-1 calling party's telephone number on the PSAP monitor.

 "Call referral" – A 9-1-1 service in which the Private Emergency Answering Point (PEAP) operator provides the calling party with the telephone number of the appropriate public safety agency or other providers of emergency services.

 "Call relay" – A 9-1-1 service whereby the PEAP operator takes the pertinent information from the caller and relays that information to the appropriate public safety agency or other emergency responders.

 "Call transfer" – A 9-1-1 service in which the PEAP operator receiving a call will transfer the incoming call to the appropriate public safety agency or other emergency responders.

 "Centrex-type service" – A telecommunications system that is central office based and has feature characteristics similar to a private branch exchange (PBX). The switching of calls, both intercom and local/long distance, is performed at the local exchange carrier's facilities.

 "Commission" – The Illinois Commerce Commission.

 "Direct dispatch" – A 9-1-1 service that provides for the direct dispatch by a PEAP operator of the appropriate public safety agency or other emergency responders upon receipt of a telephone request for such services and the decision as to the proper action to be taken.

 "Direct inward dialing" or "DID" – The ability for an outside caller to be connected to an internal telephone extension without intervention by an operator or attendant.

 "Distinct Location Identification" or "DLI" – An additional location identification that provides specific identification of a building, complex or campus. A DLI could include a floor number, wing name/number and building name/number for every 40,000 square feet of workspace.

 "Emergency call" – A telephone request for emergency services which requires immediate action to prevent loss of life, reduce bodily injury, and/or prevent or reduce loss of property.

 "Emergency responders" – Other providers of emergency services in addition to public safety agencies and private companies. These responders typically provide security protection, fire protection and medical assistance within a particular non-business entity that handles its internal 9-1-1 calls.

 "Enhanced 9-1-1" or "E9-1-1" – An emergency telephone system with specific electronically controlled features such as ALI, ANI, or selective routing, and that uses a Master Street Address Guide (MSAG) geographic file.

 "Location identification" – The street address of the workspace.

 "Master Street Address Guide" or "MSAG" – The computerized geographical file consisting of all streets and address data within the 9-1-1 system area. This database is the key to the selective routing capability of 9-1-1 systems. The database matches an originating caller to a specific answering point based on the address data. The MSAG may require updating after the initial file is established.

 "Non-business entity" means any entity not a business, as "business" is defined in 83 Ill. Adm. Code 726.105. "Non-business entity" shall include, but not necessarily be limited to, any municipality or unit of local government as defined in Article 7, Section 1 of the Illinois Constitution of 1970; any entity that is also a school operated by authority of the School Code [105 ILCS 5]; or any entity that is a not for profit organization that qualifies for tax exempt status under Section 501(c)(3) or 501(c)(4) of the Internal Revenue Code of 1986 (26 USC 501).

 "Private business switch service" – A telecommunications service such as Centrex type service or telecommunications equipment such as a private branch exchange service (PBX) system. The term "private business switch service" does not include key telephone systems or equivalent telephone systems registered with the Federal Communications Commission under 47 CFR 68 when not used in conjunction with Centrex type and PBX systems. In instances where Centrex type service is used in conjunction with key telephone systems not emulating PBX functionality, the responsibility for passing ANI and ALI rests with the carrier providing the Centrex. Private business switch services are typically used by, but are not limited to, private businesses, corporations, not for profit organizations, schools, governmental units and industries where the telecommunications service is primarily for conducting business.

 "Private Emergency Answering Point" or "PEAP" – A place within a non-business entity where the operators answer and dispatch 9-1-1 calls from within the facility. A non-business entity must obtain certification to handle internal 9-1-1 calls from its internal switch.

 "Public agency" – *The State and any unit of local government or special purpose district located in whole or in part within this State that provides or has authority to provide fire fighting, police, ambulance, medical, or other emergency services.* [50 ILCS 750/2.01]

 "Public area" – An area within a building where the general public and/or the non-business entity patrons have access on a regular basis. Such areas would include, but not be limited to, reception areas, corridors, lobbies, and waiting rooms.

 "Public safety agency" – *A functional division of a public agency that provides firefighting, police, medical, or other emergency services.* [50 ILCS 750/2.02]

 "Public safety answering point" or "PSAP" – The PSAP is the initial answering location of a 9-1-1 call within a municipality or county. The PSAP is also know as a "Center."

 "Text telephone" or "TT" – A teletypewriter, a device that employs graphic or Braille communication in the transmission of coded signals through a wire or radio communication system.

 "Workspace" – The physical building area where work is normally performed. This is a net square footage measurement which includes hallways, conference rooms, restrooms, break rooms, and/or storage rooms but does not include wall thickness, shafts, heating/ventilating/air conditioning equipment spaces, mechanical/electrical spaces or other similar areas where employees do not normally have access.