

§2921. Definitions

As used in this chapter, unless the context otherwise indicates, the following terms have the following meanings. [PL 1987, c. 840, §3 (NEW).]

1. Automatic location identification. "Automatic location identification" means a 9-1-1 service capability that enables the automatic display of information defining the geographical location of the telephone used to place a 9-1-1 call.

[PL 2025, c. 167, §5 (AMD).]

2. Automatic number identification. "Automatic number identification" means a 9-1-1 service capability that enables the automatic display of the 7-digit number used to place a 9-1-1 call.

[PL 2025, c. 167, §6 (AMD).]

2-A. Bureau. "Bureau" means the Emergency Services Communication Bureau within the Public Utilities Commission, which is responsible for the statewide implementation and management of 9-1-1.

[PL 2025, c. 167, §7 (AMD).]

2-B. Cellular or wireless telecommunications service. "Cellular or wireless telecommunications service" means commercial mobile service as defined in 47 United States Code, Section 332(d), regardless of when payment is required for that service.

[PL 2025, c. 167, §8 (AMD).]

3. Commissioner. "Commissioner" means the Commissioner of Public Safety.

[PL 1987, c. 840, §3 (NEW).]

4. Department. "Department" means the Department of Public Safety.

[PL 1987, c. 840, §3 (NEW).]

4-A. Dispatch center. "Dispatch center" means an emergency communications center that receives 9-1-1 calls from a public safety answering point rather than receiving the calls directly.

[PL 2023, c. 609, §1 (NEW).]

4-B. Emergency communications center. "Emergency communications center" has the same meaning as in Title 17-A, section 509, subsection 1.

[PL 2023, c. 609, §2 (NEW).]

5. Emergency services. "Emergency services" includes fire, police, ambulance, rescue services and other services of an emergency nature identified by the commissioner.

[PL 1987, c. 840, §3 (NEW).]

5-A. 9-1-1 access-only service. "9-1-1 access-only service" means the provision of 9-1-1 access to a residential telephone customer's premises when telephone service to the premises has been otherwise suspended or disconnected.

[PL 2025, c. 167, §9 (AMD).]

6. 9-1-1 services. "9-1-1 services" or "9-1-1" means the delivery of 9-1-1 calls to the proper public safety answering points with the automatic location identification and automatic number identification of an entity requesting emergency services. "9-1-1 services" or "9-1-1" includes Internet protocol enabled services.

[PL 2025, c. 167, §10 (RPR).]

6-A. Private safety agency. "Private safety agency" means a private entity that provides fire, emergency medical or security services.

[PL 1993, c. 566, §2 (NEW).]

6-B. Public safety agency. "Public safety agency" means a state, county or municipal government entity that provides or has the authority to provide fire, emergency medical or police services.

[PL 1993, c. 566, §2 (NEW).]

6-C. Internet protocol enabled services. "Internet protocol enabled services" means services and applications using Internet protocol, including, but not limited to, voice over Internet protocol and other services and applications provided through wireline, cable, wireless and satellite facilities and any other facility that is capable of connecting users to public safety answering points.

[PL 2013, c. 119, §2 (NEW).]

6-D. Originating service provider. "Originating service provider" means an entity that provides service to an end user that may be used to originate voice or nonvoice 9-1-1 calls for assistance and that connects to the 9-1-1 system for the purposes of delivering 9-1-1 services, including, but not limited to, the delivery of wireline, wireless and voice over Internet protocol services, to a public safety answering point.

[PL 2025, c. 167, §11 (NEW).]

7. Public safety answering point. "Public safety answering point" means the physical or virtual entity where 9-1-1 calls are received that is responsible for directly dispatching emergency services or, through transfer routing or relay routing, passing 9-1-1 calls to public or private safety agencies.

[PL 2025, c. 167, §12 (AMD).]

7-A. Relay routing. "Relay routing" means the method of responding to a 9-1-1 call whereby a public safety answering point notes pertinent information and relays it by telephone to the appropriate public or private safety agency that dispatches the needed service.

[PL 1993, c. 566, §4 (NEW).]

8. Selective routing. "Selective routing" means the method employed to direct 9-1-1 calls to the appropriate public safety answering point based on the geographical location from which the call originated.

[PL 1987, c. 840, §3 (NEW).]

9. Transfer routing. "Transfer routing" means the method of responding to a 9-1-1 call whereby a public safety answering point transfers the call, including the automatic location and number information, to the appropriate public or private safety agency that dispatches the needed service.

[PL 1993, c. 566, §4 (NEW).]

10. Local exchange carrier. "Local exchange carrier" means any person that is engaged in:

A. Service within a telephone exchange, or within a connected system of telephone exchanges within the same exchange area operated to furnish to subscribers intercommunicating service of the character ordinarily furnished by a single exchange, that is covered by the exchange service charge; [PL 2001, c. 53, §1 (NEW).]

B. Service comparable to that described in paragraph A provided through a system or combination of switches or transmission equipment or other facilities by which a subscriber can originate and terminate a telecommunications service; or [PL 2001, c. 53, §1 (NEW).]

C. The offering of access to telephone exchange services or facilities for the purpose of the origination or termination of telephone toll services. [PL 2001, c. 53, §1 (NEW).]

[PL 2001, c. 53, §1 (NEW).]

11. Public switched telephone network. "Public switched telephone network" means the network of equipment, lines and controls assembled to establish communication paths between calling and called parties in North America.

[PL 2001, c. 53, §1 (NEW).]

12. Interconnected voice over Internet protocol service. "Interconnected voice over Internet protocol service" means a service that enables real-time, 2-way voice communications; requires a broadband connection from the user's location; and permits users generally to receive calls that originate

on the public switched telephone network and to terminate calls to the public switched telephone network.

[PL 2007, c. 68, §2 (NEW).]

13. Prepaid wireless telecommunications service. "Prepaid wireless telecommunications service" means a cellular or wireless telecommunications service that allows a caller to dial 9-1-1 to access the 9-1-1 system, which service must be paid for in advance and is sold in predetermined units or dollars that declines with use in a known amount.

[PL 2025, c. 167, §13 (AMD).]

13-A. Prepaid wireless telecommunications service consumer. "Prepaid wireless telecommunications service consumer" or "prepaid wireless consumer" means a person who purchases prepaid wireless telecommunications service in a retail transaction.

[PL 2009, c. 400, §2 (NEW); PL 2009, c. 400, §15 (AFF).]

14. Prepaid wireless telecommunications service provider. "Prepaid wireless telecommunications service provider" means a person that provides prepaid wireless telecommunications service pursuant to a license issued by the Federal Communications Commission.

[PL 2009, c. 400, §3 (AMD); PL 2009, c. 400, §15 (AFF).]

15. Retail transaction. "Retail transaction" means the purchase of prepaid wireless telecommunications service from a seller for any purpose other than resale.

[PL 2009, c. 400, §4 (NEW); PL 2009, c. 400, §15 (AFF).]

16. Seller. "Seller" means a person who sells prepaid wireless telecommunications service to another person.

[PL 2009, c. 400, §5 (NEW); PL 2009, c. 400, §15 (AFF).]

17. 9-1-1 call. "9-1-1 call" means any use of 9-1-1 services initiated by any means or medium, including, but not limited to, voice calls and text messaging.

[PL 2025, c. 167, §14 (AMD).]

SECTION HISTORY

PL 1987, c. 840, §3 (NEW). PL 1993, c. 566, §§2-4 (AMD). PL 2001, c. 53, §1 (AMD). PL 2003, c. 359, §1 (AMD). PL 2007, c. 68, §§1-4 (AMD). PL 2007, c. 226, §1 (NEW). PL 2009, c. 400, §§1-5 (AMD). PL 2009, c. 400, §15 (AFF). PL 2013, c. 119, §§1, 2 (AMD). PL 2019, c. 339, §4 (AMD). PL 2023, c. 609, §§1, 2 (AMD). PL 2025, c. 167, §§5-14 (AMD).

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