Effective January 1, 2017, the new law requires a business owner or operator that owns or controls a telephone system or equivalent system which utilizes VoIP service and provides outbound dialing capacity or access (MLTS system) to configure their system to:

- allow a person initiating a 911 call on the system to directly access 911 without an additional code, digit, prefix, postfix, or trunk-access code; and

- provide a notification to a central location on the site of the residential or business facility when a person within the residential or business facility dials 911, so long as the system may be configured to provide such notification without an improvement to the system's hardware. However, the MLTS system owner or operator does not need to have a person available at the central location to receive the notification.