State of Tennessee

PUBLIC CHAPTER NO. 705

SENATE BILL NO. 3010

By Massey

Substituted for: House Bill No. 3172

By Campbell

AN ACT to amend Tennessee Code Annotated, Title 7, Chapter 86, Part 3, relative to 911 calls in non-emergency situations.

BE IT ENACTED BY THE GENERAL ASSEMBLY OF THE STATE OF TENNESSEE:

SECTION 1. Tennessee Code Annotated, Section 7-86-316, is amended by adding the following language as a new subsection:

(c)(1) Harassing non-initialized 911 phone calls are ten (10) or more non-emergency calls within a one (1) hour period or twenty (20) or more non-emergency calls within a twenty-four (24) hour period made to 9-1-1 from a handset that is not registered for service with any Commercial Mobile Radio Service (CMRS) carrier.

(2) A public safety answering point (PSAP) or a district may authorize the emergency communications board or a provider of non-wireline service to divert harassing non-initialized 911 phone calls, for a period of no more than twelve (12) hours, to an entity designated by the emergency communications board to receive such calls.

(3) Repetitive harassing non-initialized 911 phone calls are phone calls from a handset from which calls have previously been diverted pursuant to subdivision (c)(2).

(4) A PSAP or a district may authorize the emergency communications board or a provider of non-wireline service to indefinitely divert repetitive harassing non-initialized 911 phone calls to an entity designated by the emergency communications board to receive such calls, provided the entity notifies the caller that the caller may contact the PSAP or district to request it rescind its authorization to divert 911 calls from the caller's handset.

(5) The emergency communications board, CMRS service providers, providers of non-wireline service, and PSAPs, and their employees, vendors, agents, and authorizing government entities, if any, shall have immunity from liability for diverting harassing non-initialized 911 phone calls to an entity designated by the emergency communications board to receive such calls.

(6) An entity designated by the emergency communications board to receive diverted harassing non-initialized 911 phone calls shall have immunity from liability for receiving and processing such calls.

SECTION 2. This act shall take effect upon becoming a law, the public welfare requiring it.

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PASSED: March 19, 2012

RON RAMSEY
SPEAKER OF THE SENATE

BETH HARWELL, *SPEAKER*
HOUSE OF REPRESENTATIVES

APPROVED this 11th day of April 2012

BILL HASLAM, *GOVERNOR*