Attachment B

FPSC DOCKET 950985-TP
RESPONSE TO ORDER No. PSC-96-0445-FOF-TP
911 AND E911 PROCEDURES

PUBLIC VERSION

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FPSC-RECORDS/REPORTING

E911

LOCAL EXCHANGE CARRIER

GUIDE

FOR FACILITY-BASED PROVIDERS

02/15/96

NOTE: THIS DOCUMENT DOES NOT APPLY TO RESELLERS OF LOCAL EXCHANGE TELEPHONE SERVICE

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TAB 1

OVERVIEW

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DEFINITION OF E911

"911" has been designated in the United States as the number to be used by the public to summon emergency aid or to report a crime, fire or accident. Its main purpose is to make it easier for people in time of emotional stress to contact the proper emergency agency. An important advantage of 911 emergency service is improved (reduced) response time.

The original 911 service, know as Basic 911 (B911), routes a call to one centralized answering location. The attendant at the answering location obtains the pertinent information that identifies the call and the caller's need. The attendant then determines the appropriate agency and dials a 7-digit number to transfer the caller to that agency. The calling party's emergency information is verbally relayed to the responding agency and a unit is dispatched to the caller's location.

Enhanced 911 service, or E911, is a full featured electronic system that provides three major enhancements to Basic 911 service:

SELECTIVE ROUTING

Electronically routes 911 emergency calls to the proper Public Safety Answering Point (PSAP) based on the Emergency Service Number (ESN) code that has been assigned to the caller's address.

AUTOMATIC NUMBER IDENTIFICATION (ANI)

Provides the calling party's seven digit telephone number on a display at the PSAP.

AUTOMATIC LOCATION IDENTIFICATION (ALI)

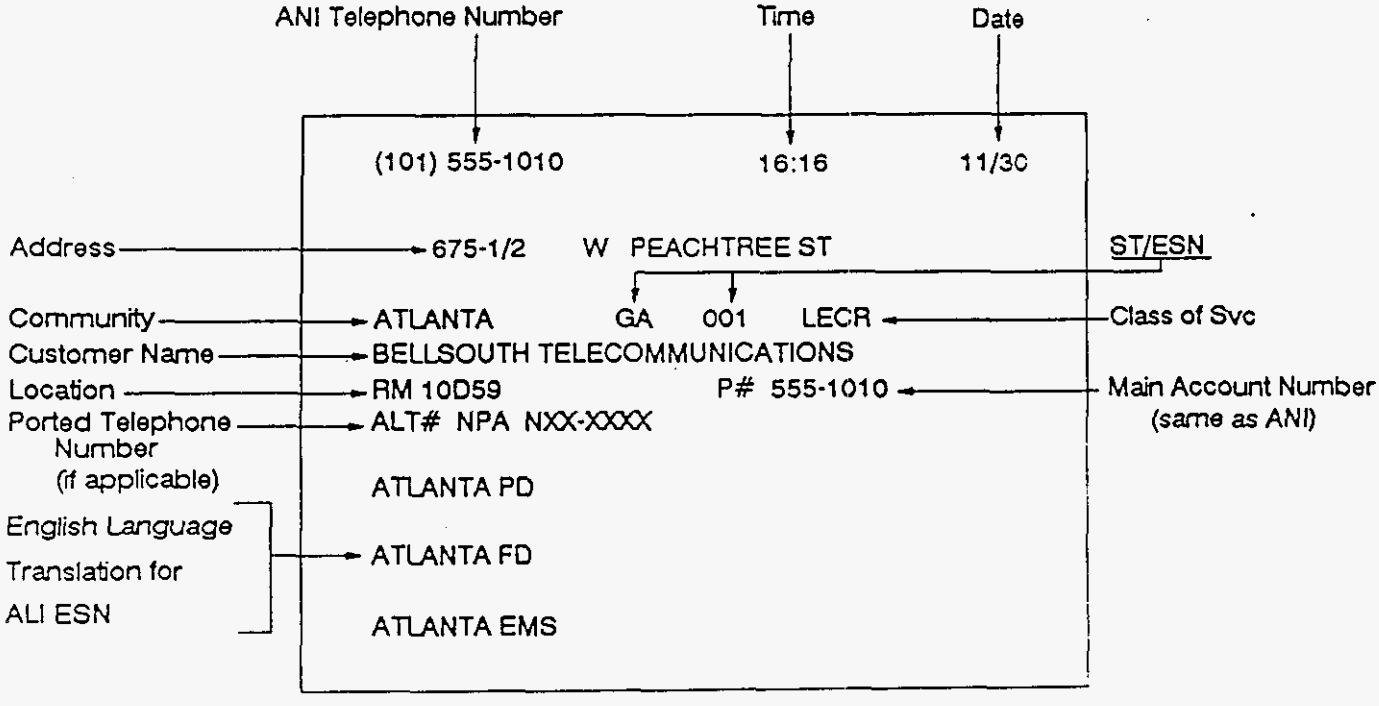
Provides the name and address associated with the calling party's telephone number on the display at the PSAP.

NOTE: **To receive the maximum benefit of E911, the area served must be assigned valid house numbers. Without a house number, dispatching is delayed and the responding agency has difficulty finding the correct address.**

PSAP DISPLAY

An example of one PSAP display is shown below. This screen display will vary based on which PSAP equipment is chosen by the E911 system.

EXAMPLE DISPLAY



DATABASES REQUIRED TO SUPPORT E911

Three data files (or databases) are required to provide the data for display at the PSAP:

- Master Street Address Guide MSAG)
- Telephone Number (TN) Database
- Network Tandem Information (TN/ESN)

MASTER STREET ADDRESS GUIDE (MSAG)

The MSAG contains all street information in the 911 service area. The Emergency Service Numbers (ESNs) are assigned to the streets for routing purposes and PSAP display purposes.

An example of an MSAG entry is shown below:

STREET	LOW RANGE	HIGH RANGE	O/E/B	COMMUNITY	STATE	EXCH	ALI ESN
MAIN ST	1	99	B	ANYTOWN	AL	ANYT	050

MSAG and ESN's are explained in detail later in this document.

TELEPHONE NUMBER (TN) DATABASE

The TN database contains all the out-dial subscriber lines for all telcos in the E911 service area. This information includes the individual telephone number, name of the subscriber, address, location (apartment, lot, etc.) class and type of service. The TN database is necessary to support the ALI retrieval to be displayed at the PSAP.

The TN database is initially created from an extract of customer account data from each Telco and then updated daily on an ongoing basis as service changes occur. Telephone records are processed against the MSAG for an exact address match and are assigned the appropriate ESN before loading into the TN database and the Network Tandem database.

NOTE: ALECS WHO PROVIDE SERVICE IN AREAS ALREADY CONVERTED TO E911 WILL NOT NEED TO LOAD INITIAL DATA AND WILL SUBMIT RECORDS FOR DAILY UPDATE ONLY.

Options for providing initial TN data and daily changes to BST are explained in detail later in this document.

NETWORK INFORMATION

Each Telco end office is routed via trunks to a BST tandem central office. Translations are maintained according to the TN and ESN in each tandem for PSAP routing purposes. The BST tandem is updated daily as changes are made to the MSAG which affect the routing ESN. The network information files in IREIS are used to manage the tandem update process.

Network specifications and ordering information for emergency service trunks from the ALEC end office are shown later in this document.

E911 CALL FLOW

The following steps are involved in the E911 emergency call process:

1. The subscriber requires emergency aid and dials 911.

2. The digits are received in the Telco end office which sends the ANI (Automatic Number Identification) to the E911 BST tandem office.

3. The tandem office finds the associated ESN for the calling telephone number via the TN/ESN translation table.

4. Based on the ESN, the call is switched, via a dedicated trunk, to the appropriate PSAP.

5. The subscribers assigned telephone number (ANI) from the serving Telco is displayed at the PSAP.

6. The ANI information is sent to the primary and secondary ALI processors for retrieval of subscriber information.

7. The ALI processor returns the subscriber information (ALI) to the PSAP for display.

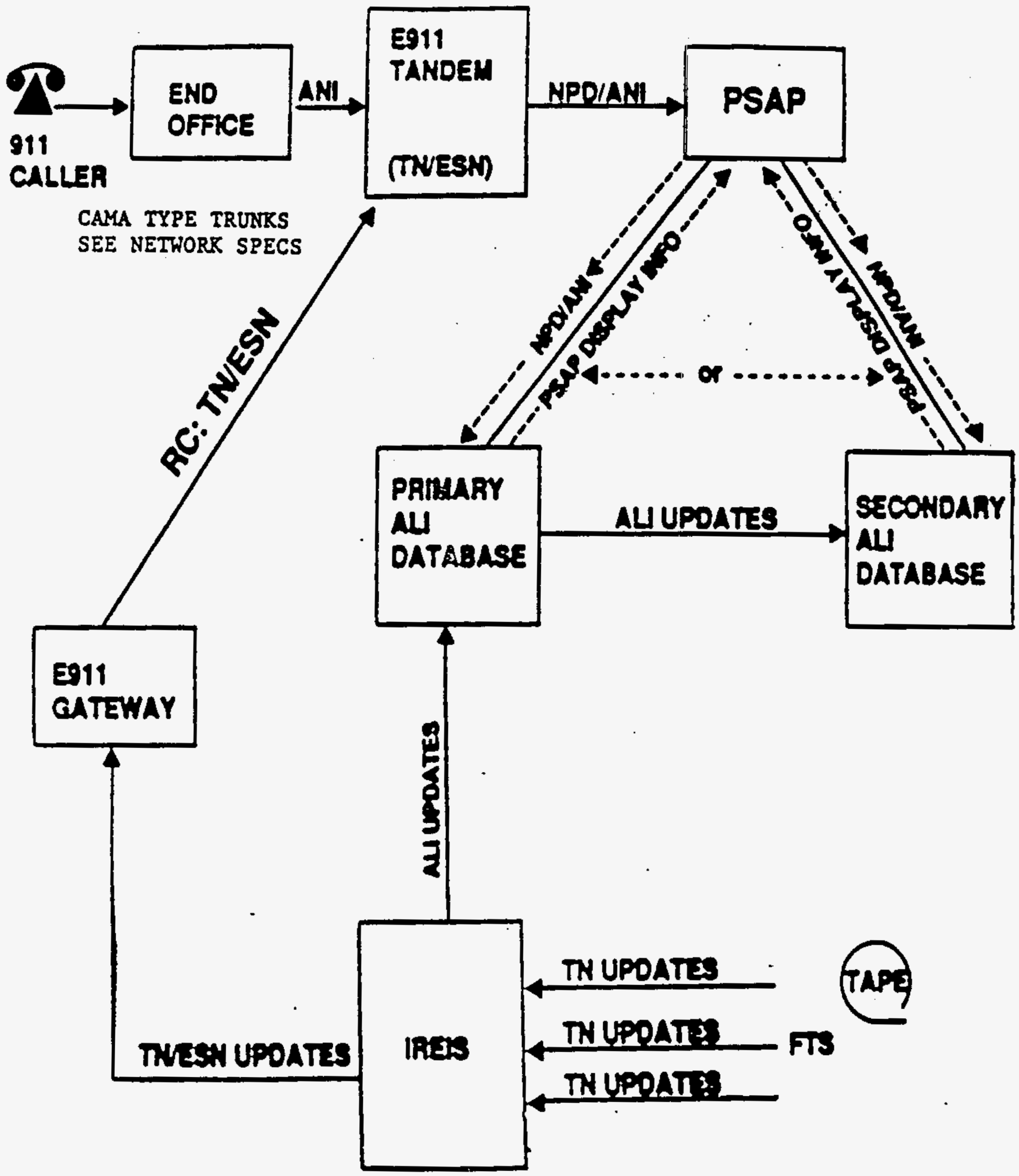
8. The PSAP attendant verifies the telephone number and the street address that has appeared on the screen and obtains information as to which emergency service is needed. The attendant then depresses the button corresponding to the agency request, e.g., fire, police or ambulance and the call is automatically transferred.

9. The details for each call (calling number, answering attendant's number, time of answer, time of transfer and/or disconnect and the trunk number are printed at the PSAP after the call is disconnected.

10. The agency receives the call and (optional) a display of the caller's telephone number, name and street address. The PSAP attendant remains on the line for as long as needed to relay the call.

11. The agency then dispatches an emergency unit to the caller's address.

E911 SYSTEM OVERVIEW DIAGRAM



GLOSSARY OF TERMS

Address & Facility Inventory Group (AFIG)	The BST office which interfaces with the E911 customer (County) in the development and maintenance of the E911 database.
Address Verification Request (AVR)	A form issued by each Telco to refer and resolve address discrepancies with the E911 customer.
Alternate Routing (AR)	A standard feature provided to allow E911 Calls to be routed to a designated alternate location if (1) all E911 trunks to the primary PSAP are busy, or (2) the primary PSAP closes down for a period. (i.e. night service)
Alternative Local Exhange Carrier (ALEC)	A telecommunications company offering local dial tone to subscribers.
Automatic Location Identification (ALI)	A feature by which the address associated with the calling party's telephone number (ANI) is forwarded to the PSAP for display.
Automatic Number Identification (ANI)	Automatic number identification corresponds to the the seven digit telephone number assigned by the serving Telco.

NOTE: If an end user's telephone number has been ported from one local service provider to another, the ANI will be the telephone number assigned by the telco physically serving the end user and might not be the telephone number known by the end user.

BST	BellSouth Telecommunications, Inc.
Call Detail Recording	An optional feature of E911 service that provides a teleprinter record of all incoming E911 calls to a PSAP.

GLOSSARY OF TERMS (CONTINUED)

Call Through Testing	The process of testing the network, equipment and databases associated with an E911 system prior to the final cutover.
Central Office	A switching unit in a telephone system which provides service that has the necessary equipment and operating arrangements for terminating and interconnecting lines.
Display & Transfer Unit	The PSAP control unit for an E911 system display panel for ANI which has buttons to transfer calls.
E911 Customer	A governmental agency responsible for providing public safety.
E911 Tandem Central Office Switch	The central office designated for a geographical area to receive end office E911 calls and route to the appropriate PSAP.
Emergency Service Number (ESN)	A three digit number associated with a geographical location served by the same fire, police and ambulance districts.
End Office	The Central Office(s) from each telco in the E911 system receiving E911 calls from end users.
Exchange	A geographical unit established for the administration of telephone service in a specified area. Multiple telcos may provide service in the same exchange.

GLOSSARY OF TERMS (CONTINUED)

Fixed Transfer	An optional feature of E911 Service which allows a PSAP attendant to transfer incoming E911 calls to a secondary PSAP by the use of a single button on the Display and Transfer unit.
ICO	Independent Telephone Company
Interim Regional Emergency Information System (IREIS)	BellSouth Emergency 911 Database Maintenance System.
Manual Transfer	A feature of E911 service that enables the PSAP attendant to transfer an incoming call by depressing the switchhook of the telephone or the "add" button on the Display and transfer unit.
Master Street Address Guide (MSAG)	The document or computer file that lists standard street names, address ranges and routing codes (ESNs) used to develop the Selective Routing feature.
National Emergency Number Association (NENA)	A professional association of emergency number entities responsible for the planning, implementation, management and administration of national emergency number issues.
NXX	The first three digits of a telephone number.
Public Safety Answering Point (PSAP)	The answering location for 911 calls.

GLOSSARY OF TERMS (CONTINUED)

Selective Routing (SR)	A standard feature that routes an E911 call from the tandem to the designated PSAP based upon the address of the ANI number of the calling party.
Selective Transfer	An optional feature of E911 service that enables the transfer of a 911 call to the correct agency using the one-button transfer feature.
Service Order Interface Record (SOIR)	A 232 character formatted record sent to the E911 host system, IREIS, via a mechanical transfer.
911 SYSID	A two character System ID code used to identify a tandem. (Assigned by BST.)
Tandem Routing	An arrangement connecting 911 calls to the correct PSAP based on the ESN association to the ANI TN.
Telephone Company (Telco)	A term used interchangeably to designate a Bell Operating Company, an Independent Company or Other Local Exchange Carrier.
Wire Center	The geographical area served by a particular Central Office.

TAB 2

COORDINATION OF ALEC INTERCONNECTION

INDEX PAGE

COORDINATION OF ALEC INTERCONNECTION

OVERVIEW

The Network configuration, database information and terminating PSAP equipment are all unique to each E911 Customer. E911 systems are designed based on different factors such as type of equipment, participating telcos, etc.

For these reasons, new ALEC providers offering telephone service in areas already converted to E911 or in areas in the process of converting to E911 must be aware that they will have to work with the incumbent LEC to integrate their E911 service into the existing network and database. This will include participation in implementation efforts such as meeting with the local E911 Customers, when required.

This coordination effort is crucial to ensure that no subscriber is compromised in an emergency situation of any kind.

The BST ALEC Coordinator will work closely with each ALEC to facilitate provisioning of E911 service for the ALEC subscribers. It is recommended that each ALEC also provide resources dedicated to the implementation and ongoing maintenance of E911 service for the ALEC subscribers.

TAB 3

NETWORK SPECIFICATIONS AND ORDERING

INDEX PAGE

NETWORK SPECIFICATIONS AND ORDERING

SERVICE CONFIGURATION

A typical E911 connection from the ALEC end office to the E911 Tandem is illustrated in TAB 1 of this document. The BellSouth E911 Tandem will route a ALEC end user's call to the appropriate Public Safety Answering Point (PSAP) based on the ANI sent by the ALEC switch.

Private dedicated trunks installed between the ALEC's switch and the E911 tandem provide transport for E911 calls from the ALEC's switch network. The ALEC is required to install a minimum of two dedicated trunks from the ALEC switch to the E911 tandem. BellSouth will, upon request, assist the ALEC in determining if additional E911 trunks should be installed.

TRAFFIC ROUTING RESTRICTIONS

The dedicated trunks between the ALEC switch and the E911 tandem are designed to carry only E911 traffic and will route the call to the appropriate PSAP. The ALEC switch must be able to differentiate 911 calls from other traffic. These calls must be routed over the dedicated trunks terminating to the appropriate E911 tandem. Any E911 calls sent with no or incorrect MF (Multifrequency) protocol to other incoming trunk groups in error will be routed to reorder.

INTERFACE SPECIFICATIONS

The interface between the ALEC switch and the E911 tandem will be a DS0 level trunk either as a 2-wire analog interface or part of a digital (1.544 Mb/s) interface. These trunks will use CAMA type signaling with Multifrequency (MF) pulsing and will deliver Automatic Number Identification (ANI) with the voice portion of the call. If the user interface is digital, MF pulses, as well as other AC signals, shall be encoded per the u-255 Law convention.

SIGNALING FORMAT

This section presents information on the protocol used by the ALEC switch to furnish Automatic Number Identification (ANI) to the BellSouth network. ANI is required for the provision of E911 features for a PSAP.

Automatic Number Identification (ANI) is the calling party's directory number that is passed on to the receiving switch (the E911 tandem) for identification of the dialing party and is used as input to the database system for retrieval of customer information.

SIGNALING FORMAT (continued)

Along with the calling telephone number, the ALEC switch must be capable of passing an ANI information digit. Traditional signaling requires 1 digit, while expanded signaling requires two digits. At this time, BellSouth will require only the traditional signaling, single digit information, be used.

The ALEC switch must be capable of recognizing an ANI request signal from the E911 tandem, directly after a KP (Key Pulse) signal, the called telephone number and a ST (Start Pulse) signal is sent.

KP+11+ST
KP+I(ANI Information Digit)+ 7 digit ANI+Start

The ANI will be forwarded by the PSAP equipment to the appropriate Automatic Location Information (ALI) database system to obtain the customer information pertaining to the call. Failure to receive the ANI from the E911 tandem will result in a "No Record Found (NRF)" from the ALI database.

CALL SEQUENCE

When the ALEC switch seizes an E911 trunk, an "off hook" is detected by the E911 tandem and a wink is sent to the ALEC switch signaling its readiness to accept the called number from the far end switch. After the ALEC switch sends "KP+11+ST", the E911 sends a steady-state "off-hook" signal after receiving the called number. This is the request for the ANI outpulsing of the calling number. The ANI request signal persists until after the calling party disconnects or until 11 to 13 seconds after the called party disconnect is received at the E911 tandem office. The ANI is used by the E911 tandem to route the voice portion of the call and the ANI to the appropriate PSAP.

When the calling party disconnects first, the ALEC switch sends an "on-hook" signal to the E911 tandem. When the signal is received by the tandem, the connection in the tandem is released and an "on-hook" is sent back to the ALEC switch.

When the PSAP attendant disconnects from the call first, the PSAP equipment sends an "on-hook" to the E911 tandem. The E911 tandem begins a 1.2 second flash timing, which times out in this case, thus signaling a disconnect. The E911 tandem sends an "on-hook" signal to the ALEC switch and begins 4 to 5 second timing for receiving an "on-hook" from the ALEC switch. This 4 to 5 second timing is unique for E911 calls to a PSAP and is the forced disconnect service for the E911 feature.

TELEPHONE NUMBER PORTABILITY

Telephone Number Portability is being offered in BellSouth. Interim Telephone Number Portability will use two methods to allow the Other Local Exchange Carriers (ALECs) to offer local telephone service to their customers while retaining the customer's original Local Exchange Carrier (LEC) telephone number. The two methods are Service Provider Number Portability using Remote Call Forwarding (SPNP-RCF) and Service Provider Number Portability using Flexible Direct Inward Dialing (SPNP-Flex DID). This service is designed to allow customers to migrate from the LEC presently providing the customer's local service and vertical features to an ALEC without changing their telephone number.

When either feature is utilized, the customer's calls will be forwarded from the old LEC telephone number (the ported number) to the new ALEC telephone number. If the customer initiates an E911 call, the ANI delivered from the E911 Tandem to the Public Safety Answering Point (PSAP) equipment will reflect the customer's new ALEC telephone number. Since the ALEC customer's listed telephone number will likely be the ported number provided by the LEC, BST believed it to be in the public interest to modify the E911 database to contain the customer's ported LEC telephone number as well as the ALEC telephone number as a part of the data record. This data record containing both telephone numbers will be forwarded to the PSAP equipment for display. This arrangement was developed to avoid possible confusion as to the caller's telephone number.

REFERENCES

References which support E911 services and standard CAMA/ANI interface for BellSouth network requirements are shown below.

Notes on the BOC Intra-LATA Network - TR-NPL-000275

E911 Public Safety Answering Point: Interface Between the 1/1A Switch and CPE.

ORDERING AND PROVISIONING

E911 service for ALECs is ordered in two parts. The access to the E911 tandem is ordered from Section E22 of the access tariff via the Access Service Request (ASR). The design, installation and acceptance test of the access trunks will be controlled by the Access Customer Advocacy Center designated to serve the specific ALEC. The address database is ordered from the General Subscriber Service Tariff Section A24. The Business Repair Center will also be involved in the implementation process since the BRC is the overall control office for E911 service in BellSouth.

ORDERING AND PROVISIONING (continued)

An internal service request form will be prepared by BellSouth and distributed to the various disciplines to perform the translations and routing of the ALEC 911 traffic. To ensure the correct routing of emergency calls the ALEC must provide the following information:

1) The CLLI code of the originating wire center

2) The NXX(s) and the thousands groups to be served

3) The E911 Tandems to be accessed.

4) The E911 jurisdictions to receive the calls

5) The setting for the "originating hold" option of the trunks to the E911 Tandem. Traditionally, this option has been set to hold the trunk until the E911 PSAP disconnects. It is an option but the end office and the E911 tandem must match.

MAINTENANCE AND TESTING

The access trunks will be tested and maintained by the BellSouth ACAC. The BRC and the ACAC will work closely to ensure that trouble conditions are isolated and routed to the correct organization for prompt and accurate resolution. Both centers will be involved since trouble conditions may be first detected by the E911 PSAP and reported to the BRC as a PSAP trouble condition.

An example, is an ANI failure on a 911 call received at the PSAP. The BRC must determine which of the following occurred:

1) The ALEC switch failed to pass ANI. The ANI display at the PSAP will be NPA-911-00XX. The XX is the Emergency Serving Central Office (ESCO) and is an indication that the E911 Tandem did not receive the ANI from the end office.

2) The E911 Tandem or the tandem-to-PSAP trunks fail to pass ANI. The display at the PSAP will be NPA-000-0000.

3) The seven digit number assigned to tandem-to-PSAP trunk group is dialed erroneously by a caller. The display at the PSAP will be NPA-911-0000.

By careful screening the BRC, ACAC and ALECs can avoid delays in trouble resolution and misunderstandings as to who should be resolving the trouble.

TAB 4

MSAG MAINTENANCE AND ESN ASSIGNMENT

INDEX PAGE

MSAG MAINTENANCE AND ESN ASSIGNMENT

OVERVIEW

This section provides general information on ESN assignments and guidelines for working with BST and with the E911 customer on MSAG maintenance.

ESN ASSIGNMENTS

If calls are to be directed to more than one PSAP within an E911 area, ESN mapping is necessary. The E911 Customer is responsible for providing this information to BST during the conversion to E911 and, ongoing, as emergency districts change.

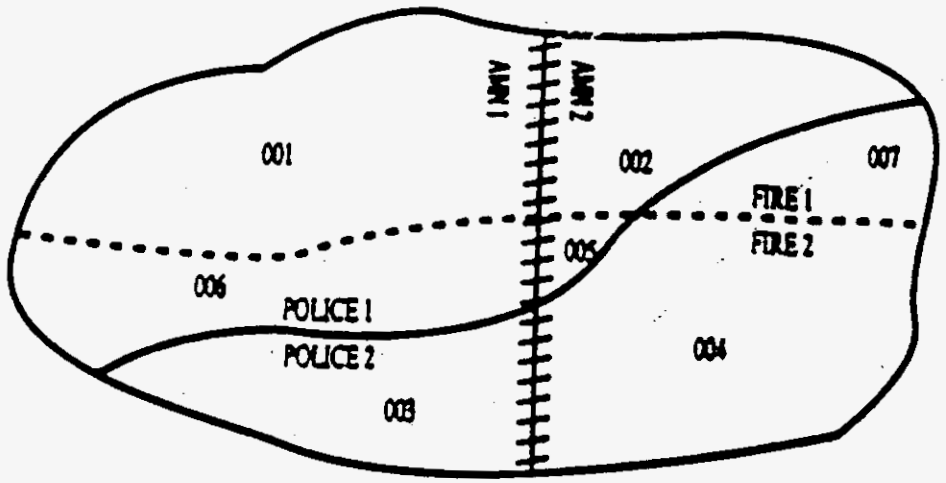
The E911 Customer provides BST mapping information depicting boundaries for each fire, police and EMS jurisdiction for the E911 serving area.

After all emergency service boundaries have been defined, a different ESN number is assigned to each geographical area with the same set of responding agencies, i.e. fire, police, EMS, etc.

Incoming subscriber records are edited by address for the proper MSAG ESN.

The illustration on the following page shows ESNs which have been assigned to each segment of the E911 County with the same responding agencies.

ESN ASSIGNMENTS (CONTINUED)



ESN 001 on P1
F1
A1

ESN 002 on P2
F1
A1

ESN 003 on P2
F2
A1

ESN 004 on P2
F2
A2

ESN 005 on P1
F2
A2

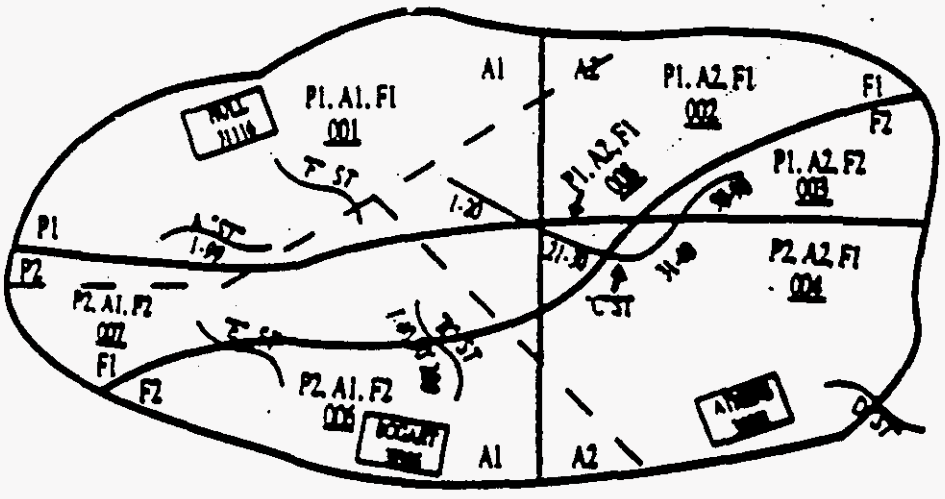
ESN 006 on P1
F2
A1

ESN 007 on P2
F1
A2

The ESN designates routing to the proper PSAP and provides emergency agency information for each 911 call. The ESN numbers are assigned to the E911 serving area by BST based on the numbers available in the serving tandem.

ESN ASSIGNMENTS (CONTINUED)

Streets which cross ESN boundaries are segmented by house number range in the MSAG so that the proper ESN may be associated to each segment of the street appropriately. If a street has not been numbered, then all routing for the entire street is assigned to one ESN.



LEGEND

_ _ _ _ _ Community Boundary

_____ ESN Boundary

P1 F1 A1 on 001
P1 F1 A2 on 002
P1 F2 A2 on 003
P2 F2 A2 on 004
P2 F2 A1 on 006
P2 F2 A1 on 007
P2 F1 A2 on 008

STREET	MSAG RANGE	ESN
A ST	1 - 99	001
B ST	1 - 40	007
	50 - 200	006
C ST	1 - 20	001
	21 - 30	008
	31 - 40	004
	50 - 90	003
D ST	BLANK	004
E ST	BLANK	007
F ST	BLANK	001

MSAG MAINTENANCE

OVERVIEW

The Master Street Address Guide (MSAG) is the portion of the E911 database which contain the address and ESN information. The MSAG associates the appropriate ESN based on the customer's address of the incoming subscriber record.

ROLES AND RESPONSIBILITIES

It is the responsibility of the E911 Customer to assign, maintain and resolve discrepancies in MSAG data for their serving area. The E911 Customer is also responsible for providing new address information and changes to address information to BST for updates to the MSAG.

It is the responsibility of all Telcos participating in a E911 service area to ensure that customer records sent to the E911 database for their respective areas have a MSAG valid address. Each Telco will work directly with the authorized E911 County agent to resolve any address discrepancies. for customer records that the Telco serves.

BST will provide the participating Telco the MSAG information for the areas that the Telco serves.

E911 LOCAL EXCHANGE CARRIER GUIDE
TAB 4

THE FOLLOWING PAGES CONTAINED PROPRIETARY INFORMATION AND HAVE BEEN REDACTED:

BATES PAGE NUMBERS F18G01Q 0000299 THROUGH 0000304

TAB 5

TN DATABASE CONVERSION & UPDATES

CONTENTS PAGE

OVERVIEW

All telephone subscriber accounts must be initially loaded into the E911 database and subsequently updated on an ongoing daily basis.

ALECs who provide local service via a privately owned switch will send initial customer data and daily updates for E911 to the IREIS database via a mechanized file transfer.

The following pages outline the procedures for the initial load of data and the ongoing update process, including technical specifications.

TN INITIAL LOAD

For the majority of ALECs an initial load of data will not be required. If an ALEC offers local service in an established E911 area, then the ALEC will only submit daily updates of their customer records. However, if the ALEC offers service in an area in conversion to Enhanced 911 service, then an initial load of the ALEC's existing customer data will need to be negotiated as part of the conversion activities.

ALEC RESPONSIBILITIES

The following are the responsibilities of the ALEC for loading their customer account information:

- Include every subscriber outdial line within each E911 service area.
- If ALEC end user accounts are connected in an area converting to E911, the ALEC must provide an initial load of existing data. Methods for the initial load will be pre-negotiated with BST, but may be via magnetic tape (applies to initial load only) or mechanized file transfer (applies to initial load and daily updates).
- Provide BST the NXX Table Update Form as notification of the effective date to begin capturing daily activity. The effective date will be the day after the initial load of customer data has been done (if applicable). The form must be received 45 days prior to the effective date. An example of this form is shown later in this tab.
- When End Office Screening is used, the ALEC must be able to screen subscribers' accounts on an on-going basis. All lines must still be loaded and maintained in the E911 database.
- Reconcile addresses on subscriber lines to MSAG standards prior to loading data.
- Dedicate adequate resources for error correction in order to reach a 3% error objective by the beginning of Call Through Testing (applies to conversion areas only).
- Negotiate with the E911 Customer for a mutually acceptable date the ALEC will update addresses on subscribers accounts which have been numbered/named by the E911 Customer previously, but have not been updated on Telco records.

TN INITIAL LOAD (CONTINUED)

ALEC RESPONSIBILITIES (Continued)

- Maintain addresses as MSAG standard and generate new/subsequent activity on Service Order Interface Records (SOIRs) with MSAG valid addresses.

- If using FTS for an initial load, coordinate with BST and be prepared to begin sending updates when initial TN database is created.

E911 CUSTOMER RESPONSIBILITIES

- Determine if all streets within the county/city/parish have been named/numbered.

- Determine the proper handling of subscriber accounts with unnamed/unnumbered street addresses as negotiated with the Telco.

  There are several situations that cause Telco subscriber data not to have street names and numbers:

  - The street hasn't been named or numbered by the proper authority (i.e., county/city/parish, Department of Transportation, etc.). Therefore, the Telco has not been furnished with the official street names/numbers.

  - The street has been named/numbered but the information has not been furnished to the Telco. Therefore, the Telco has not updated their subscriber records.

  - The street has been named/numbered and the county/city/parish (DOT, etc.) has furnished the information to the appropriate Telco. However, the Telco has not updated their subscriber records with the new address.

Subscriber records that do not have MSAG valid addresses or that error for any other reason, will go to an error file and will not display if the subscriber calls 911. The PSAP attendant will see "No Record Found".

TN INITIAL LOAD (CONTINUED)

If an initial load is required, the ALEC portion of the TN Database must be created and furnished, on magnetic tape or via mechanized file transfer, in E911 format. Specifications for tape layout and mechanized file transfer are included in this tab.

An outside vendor may be used to format the data and produce the tape when the ALEC cannot produce the tape.

A TN tape, or mechanized file transfer, must be furnished to BST for loading into the Database System. The tape must include all subscribers in EACH E911 serving area.

Forty-five days prior to an initial load or prior to a new NXX being implemented, the ALEC must furnish the NXX Table update form to BST ALEC Coordinator. The form and instructions for its completion are shown on the following page.

E911 LOCAL EXCHANGE CARRIER GUIDE
TAB 5

THE FOLLOWING PAGES CONTAINED PROPRIETARY INFORMATION AND HAVE BEEN REDACTED:

BATES PAGE NUMBERS F18G01Q 0000311 THROUGH 0000324

FORMS:

Blank forms are provided to be produced locally as needed.

E911 LOCAL EXCHANGE CARRIER GUIDE
TAB 5

THE FOLLOWING PAGES CONTAINED PROPRIETARY INFORMATION AND HAVE BEEN REDACTED:

BATES PAGE NUMBERS F18G01Q 0000326 THROUGH 0000328

TAB 6

ERROR RESOLUTION

CONTENTS

OVERVIEW

This document provides procedures for correcting errors that are generated when updates to the E911 database do not pass database edits. These errors are generated from Conversion Loads and ongoing Daily TN activity and will be sent to the ALEC on a daily basis. Errors are sorted in TN order and an error code is provided on each error to aid the user in identifying the erroneous information.

ALEC error records will not be corrected and processed to the E911 database. An SOIR must be issued to correct/update the TN information in the E911 database.

NOTE: The records which error must be corrected as quickly as possible for the subscriber's data to be included in the E911 database. Correspondence regarding corrections to the E911 database should be faxed or handled via the telephone to reduce the timeframe involved.

The ALEC is expected to resolve the errors by:

- Issuing Address Verification Request's (AVR) to the City/County/Parish, when applicable, for MSAG changes.
- Issuing corrective SOIRs in a timely manner.

DISTRIBUTION OF ERRORS

TN Errors will be faxed by BST to the ALEC each day. When no errors are generated at a given E911 processing site, a positive report will be sent to advise the ALEC that no errors were received for that days processing. The ALEC will be responsible for keeping the BST ALEC coordinator apprised of any FAX number changes.

E911 LOCAL EXCHANGE CARRIER GUIDE
TAB 6

THE FOLLOWING PAGES CONTAINED PROPRIETARY INFORMATION AND HAVE BEEN REDACTED:

BATES PAGE NUMBERS F18G01Q 0000332 THROUGH 0000362

TAB 7

ADDRESS VERIFICATION REQUEST

CONTENTS PAGE

ADDRESS VERIFICATION REQUEST

OVERVIEW

The Address Verification Request (AVR) is initiated by BST and/or the ALEC to forward address discrepancies to the E911 Customer.

This process should be used only when the ALEC has investigated the discrepancies and is reasonably sure that no action is necessary on the part of the ALEC. It may be advisable for the ALEC to call customers to assist in obtaining current street address information before issuing an AVR to the E911 customer for investigation.

If subscriber records are erroneous, it is the responsibility of the ALEC to investigate and submit a corrected SOIR, if appropriate, before asking for assistance from the E911 customer.

Once it is determined that the the problem is a result of MSAG records that need to be added or changed, an AVR is sent to E911 Customer to initiate a MSAG ledger to BST. The E911 Customer will send the ledger to BST who will make the MSAG change required. The AVR will be returned to the ALEC by the E911 Customer noting the changes made. The ALEC subscriber record may then be retransmitted.

The ALEC is responsibile for the ordering of AVR forms and must use the format as described in this tab.

The AVR form with field descriptions, preparation procedures and administration are covered in this document.

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TAB 7

THE FOLLOWING PAGES CONTAINED PROPRIETARY INFORMATION AND HAVE BEEN REDACTED:

BATES PAGE NUMBERS F18G01Q 0000366 THROUGH 0000382

TAB 8

PSAP INQUIRIES

CONTENTS PAGE

OVERVIEW

E911 is a critical emergency service. Therefore, any address condition that interferes with a caller reaching the appropriate PSAP, and having an accurate display, must be corrected as quickly as possible. For this reason, the E911 Inquiry Form has been developed as a tool for the PSAP attendants to use in reporting address problems encountered with the E911 system.

Inquiry Forms will be forwarded from the E911 Customer to the appropriate telephone company. The inquiry form should be logged. An inquiry log form and instructions are provided in this tab. Once the inquiry has been handled, it should be returned to the county.

The E911 Inquiry Form is divided into five (5) sections.
(sample on the following page)

GENERAL:	information relating to the PSAP attendant preparing the form
DATABASE:	problems to report via the inquiry form to the Database Groups
REPAIR:	problems to report via telephone to repair
COMMENTS:	input of additional pertinent information
ACTION:	response section

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TAB 8

THE FOLLOWING PAGES CONTAINED PROPRIETARY INFORMATION AND HAVE BEEN REDACTED:

BATES PAGE NUMBERS F18G01Q 0000386 THROUGH 0000390

Blank Forms may be reproduced locally as needed.

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TAB 8

THE FOLLOWING PAGES CONTAINED PROPRIETARY INFORMATION AND HAVE BEEN REDACTED:

BATES PAGE NUMBER F18G01Q 0000392

TAB 9

NO RECORD FOUND (NRF) PROCESSING

INDEX PAGE

NO RECORD FOUND (NRF) CONDITIONS

OVERVIEW

A No Record Found (NRF) condition occurs when a subscriber calls 911 and the system is unable to retrieve the database information and/or no information exists. The purpose of a NRF investigation is to:

- identify the reason a NRF occurred
- take corrective action to update the database, as necessary

There are several reasons a record may not be available for retrieval:

- the record may be in an Error File
- the record may be "in the pipeline", between the time the subscriber has dial tone and the time the record is processed and entered into the database
- the record may have never made it to the E911 database

NO RECORD FOUND (NRF) PROCESSING

Each PSAP in the region is served by a primary ALI processor and a secondary ALI processor. These processors alternate responses to ALI retrieval requests coming from the PSAP. Therefore, audit data, including NRF data, is found on the audit files from both the primary and secondary ALI processors. This data is combined to produce one NRF report.

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TAB 9

THE FOLLOWING PAGES CONTAINED PROPRIETARY INFORMATION AND HAVE BEEN REDACTED:

BATES PAGE NUMBERS F18G01Q 0000396 THROUGH 0000401