



FILED

10-22-10
02:59 PM



Enhanced 9-1-1 Services for Business Customers and Multi-line Telephone System Users

July 27, 2010

Verizon MLTS E 9-1-1

Introduction

- ❑ Service Description
- ❑ Customer & Verizon Responsibilities
- ❑ Customer Informational Package
- ❑ 9-1-1 Information Manager
- ❑ Workshop Questions

Private Switch/ Automatic Location Identification (PS/ALI)

- ❑ Private Switch/Automatic Location Identification Service is a 9-1-1 service available to a Customer who owns or leases a Multi Line Telephone System (MLTS) such as a Private Branch Exchange (PBX).
- ❑ PS/ALI Service provides the Customer with the ability to store location information associated with each Station User in 9-1-1 ALI Database.
- ❑ PS/ALI Service does not include any Customer Premises Equipment (CPE) nor does it include services such as local exchange access service.

Telephone Number Responsibilities

- ❑ Customer to establish National Emergency Number Association (NENA) Identification Designation to identify telephone numbers assigned to Private Switch.
- ❑ Customer to identify telephone numbers associated with Private Switch Service Arrangement and any ongoing changes of telephone numbers.
- ❑ For provider other than Verizon: Customer agrees to notify the applicable Service Provider and obtain its concurrence to permit telephone numbers to be assigned Customer's NENA Identification Designation.

Location Identification Responsibilities

- ❑ Customer is responsible for determining location information for all assigned telephone numbers
- ❑ All assigned numbers must have location information, even if the telephone number is not associated with a station user
- ❑ Compliance with MSAG: Verizon will compare to Master Street Address Guide (MSAG) and return records to Customer for resolution if not in compliance. Only records matching the MSAG criteria will be stored in the 9-1-1 ALI System.
- ❑ Customer is responsible for record reconciliation, correction and updates
- ❑ Data formats, transmission protocols, and transport medium used for the delivery and receipt of location information, with associated telephone numbers, is determined by Verizon.

Customer Informational Package

- Verizon is developing a PS/ALI Customer Service informational package to provide the following forms and instruction:
 - NENA Identification Designation
 - Telephone numbers to be included in this service arrangement
 - Customer's local exchange service provider's consent to permit Verizon to change NENA Identification Designation
 - Third Party Letter of Authorization (Required only if Customer contracts with another party to perform any or all Customer responsibilities.)
 - 9-1-1IM Interface Specifications & Training Material

Working with Third Party Solution Providers

- Third Party Solution Provider is an independent company that works with Verizon and PBX customers to provide PS/ALI

- PBX Customer Requirements with Third Party Solution Provider
 - Service Arrangement between PBX Customer and Verizon for PS/ALI
 - Letter of Authorization (LOA) needed for Third Party to assume responsibilities for PBX Customer

- Third Party Solution Providers may assume responsibilities for PBX customers:
 - Location Information development
 - Maintenance and updates of location information

9-1-1 Information Manager

9-1-1 Information Manager provides PS/ALI customers with the following Web Based functionality:

- File transfer (Batch updates for E9-1-1)
- Retrieval of statistical and error files
- TN/Error update (Direct access for on-line updates)
- MSAG View
- Service Order Statistic Reports
- 9-1-1 IM can be used with all service platforms:
 - Hosted IP Centrex (HIPC)
 - PBX
 - ISDN-PRI
 - VoIP

9-1-1 IM Sample Record

- Telephone Number
 - May include Main telephone number as an additional call back number

- Class of Service

- Location: Customer can include additional location information in the location field
 - 60 characters available for input
 - 20 characters are used, limited by PSAP ability to view field

9-1-1 Dispatch Center PBX Customer PS/ALI Screen Shot

PBX without PS/ALI

C1-66 ESN=250 006
(972) 729-1000 12:35 03/25/04
2400 N
GLENVILLE
729-1000 PBX
RICHARDSON TX

ABC BUSINESS
ALT#=- TELCO=VzB
X=0.000000000000
Y=0.000000000000

RICHARDSON POLICE
RICHARDSON FIRE
RICHARDSON EMS

PBX with PS/ALI

C1-66 ESN=250 006
(972) 729-5122 12:35 03/25/04
2400 N
GLENVILLE
729-5122 PBX
RICHARDSON TX
BLD A FL 3 Cube A3021
ABC BUSINESS
ALT#=- TELCO=VzB
X=0.000000000000
Y=0.000000000000

RICHARDSON POLICE
RICHARDSON FIRE
RICHARDSON EMS

Workshop Questions

- Best Practices for Location Information
- Timeliness of Database Updates (Moves, Adds and Changes)
- Centrex
- CALNET Hosted IP Centrex (Contractual Offering to State Agencies)

Workshop Questions

- Number of Telephone Numbers are included in PBX service order
- Role of 9-1-1 County Coordinator
- Informational Materials