



9-1-1 SYSTEM REFERENCE GUIDE

A SINGLE-SOURCE ADMINISTRATIVE DATABASE SUPPORTING SELECTIVE ROUTER (SR) AND PSAP RELATIONSHIPS

To meet the FCC mandate for E9-1-1 compliance, VoIP providers, third party providers establishing VoIP positioning center services, and other wireline or wireless service providers must support FCC-compliant 9-1-1 call routing. For those service providers wishing to build their own solution, the National Emergency Number Association (NENA) is offering the building block information they need to research and contact PSAPs and selective router service providers for planning and informational purposes.

COMPREHENSIVE SOURCE FOR CRITICAL VOIP E9-1-1 PSAP INFORMATION

NENA, in partnership with Intrado, has expanded the North American 9-1-1 Resource Database to include critical administrative data required for VoIP service providers (VSPs), VoIP positioning center service (VPC) providers, and others to plan and build their own in-house VoIP E9-1-1 call routing solution. Data provided includes:

- PSAP Contact data such as PSAP name, contact name and telephone number, and the PSAP community, county, and state where the PSAP is located.
- Selective Router data such as SR name, type, operator, county, city and state, and PSAPs supported

REDUCE ADMINISTRATIVE AND OPERATIONAL COSTS

Clearly, the amount of time and effort required to collect and maintain this critical data is significant. NENA has already done this work and provides the information through a cost-effective annual subscription and qualified access process. Service providers have access to the comprehensive contact information they need and are able to stay focused on their core business objectives.

FEATURES

- PSAP and Selective Router (SR) database of record
- Secure web access
- Ongoing data updates
- Predefined display queries based on city, county, state PSAP or SR switch
- Easy to use query tool

BENEFITS

- Reduce cost and complexity needed to meet E9-1-1 obligations
- Provide a single, comprehensive source of actionable information



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DYNAMIC UPDATES FOR MAXIMUM ACCURACY

NENA has established a partnership relationship with Intrado to manage data collection activities and devotes significant resources to help ensure database accuracy. On a daily, rolling basis Intrado contacts the nation's public safety answering points (PSAPs) to gather information and validate the database. Intrado employs rigorous protocols to ensure the data is gathered in a consistent, standards-based manner.

USER QUERIES WILL DISPLAY THE FOLLOWING INFORMATION:

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|---|--|
| <ul style="list-style-type: none">■ PSAP Name, Primaries only■ PSAP location Community■ PSAP State and County■ PSAP Contact Name, Telephone Number and Email Address (if available)■ 9-1-1 Status of PSAP (Basic, Enhanced)■ E9-1-1 Expected Date (if not E9-1-1)■ PSAP Service Area Description (wireline)■ pANI – Dynamic Data Access (E2, E2+, PAM) status for the PSAP | <ul style="list-style-type: none">■ Selective Router (SR) Name■ Selective Router City, County and State■ Selective Router Operator Name, Contact Name, Telephone Number and Website or Email address■ Selective Router Switch Type and LATA■ Area Codes Supported by Selective Router■ Counties Supported by Selective Router■ PSAPs Supported by Selective Router |
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DYNAMIC ACCESS FOR MAXIMUM FLEXIBILITY

Customers are able to access this data on demand through a secure web portal. Users benefit from maximum flexibility in integrating this information into their VoIP FCC E9-1-1 compliance plans. NENA personnel will be available during normal business hours to provide assistance and answer questions.

CONTACT INFO

For more information about obtaining an annual subscription for your organization contact NENA headquarters at 800-332-3911, send email to 911rdb@nena.org, or visit www.nena.org/911rdb.

