

Section 3 and 4

1. The 9-1-1 system requires only a small portion of what record to form the ALI database.
 - a. MSAG
 - b. CRIS
 - c. ESN
 - d. TN

2. What is used by the telephone company 9-1-1 tandem switch office to properly route a 9-1-1 call?
 - a. SRS records
 - b. TN Records
 - c. Emergency Service Number
 - d. ALI Records

3. Nine-one-one calls directed to a seven digit number, will not route through the 9-1-1 tandem switch and will not have ANI or ALI in what type of service interruption?
 - a. Loss of service to a PSAP
 - b. Loss of the data base management system
 - c. Isolation of a central office

4. What type of routing involves the rerouting of 9-1-1 calls from one PSAP to another in the event the original PSAP is unable to receive or handle its 9-1-1 calls.
 - a. Contingency Routing
 - b. Alternate Routing
 - c. Central Office Routing

5. For an Enhanced 9-1-1 system, The MSAG is a file that supplies all the data below except for what?
 - a. Emergency Service Numbers
 - b. Emergency Service Zones
 - c. Street names
 - d. Address Ranges

6. The loss of DBMS will result in the loss of what?
 - a. ANI information
 - b. ALI information
 - c. TN records

- d. CRIS records
7. An ESN represents a unique combination of what?
- a. emergency service agencies
 - b. street house number ranges
 - c. individual customer records
8. To ensure proper routing of 9-1-1 calls, data records are assigned selective routing codes, or ESN's in which database?
- a. CRIS
 - b. ESN
 - c. MSAG
 - d. SRS
9. Dual service offers the customer enhanced 9-1-1 service at multiple addresses.
- a. True
 - b. False
10. When 9-1-1 calls are redirected to a predesignated location in the event all circuits to a PSAP are busy is called what?
- a. Contingency Routing
 - b. Alternate Routing
 - c. Central Office Routing