

Company ID Registration Service

by Roger C. Hixson

Alternate telecommunications providers and the evolution of number portability drive a need in 9-1-1 service for identification of the relationship between service provider and telephone number. Two factors are involved:

Speed of identification by PSAPs of dial tone providing Companies

- when a PSAP needs to quickly contact the 9-1-1 call originating Company for line interrupt, call trace, and other emergency actions, the typical use of the NPA-NXX for Company identification will no longer be effective
- an identifier that can be applied by telephone number is needed to support individual telephone number portability
- a Company ID that associates 24 hour access numbers with each telecommunications company is needed for the above functions

Data Base Management

- supports tracking, completeness and accuracy in 9-1-1 data record processing by both the 9-1-1 service providing Company and the data record source Company
- administration and management of discrepancy resolution among multiple Companies
- recognize that the Company providing dial tone and originating a 9-1-1 call may not be the same Company that provides the source data base record for the telephone number

Purpose of the Company ID Registration Service

A national 9-1-1 Company ID registration point was recommended by NENA Standards work groups in 1996, and subsequent work has been directed to making this service a part of the NENA Web Site, for general access. This approach is intended to support standardization of 9-1-1 Company Identifiers, and to supply a single point of administration for the Company ID file content and update. In addition, the design of this service allows each telecommunications company to assign multiple IDs, so that 24 hour contact information can be identified for individual service areas.

Listing the registered Company IDs in the Company ID data base allows telecommunications companies, states, counties, cities, and PSAPs to access and use the Company ID information

A national Company ID in 9-1-1 service allows the PSAP to identify the switching carrier for a caller, and to determine the 24 x 7 number of the Company for emergency contact needs. In the Company Identifier data base description (attached), each Company identifies one ID for each service area supported by the same 24 x 7 contact number. If the company has a national switching center that takes calls from PSAPs for emergency assistance, the Company needs only one ID for this purpose.

In addition, registered Company IDs can be used for identification of source record provider in the data base. Registered Company IDs are applicable to all Incumbent Local Exchange Carriers, Alternative Local Exchange Carriers, PBX/private switch providers, and Resellers. The NENA Data Technical Committee is including a data base field in NENA Version 3 (under development) for this purpose.

More information on other data record providers who might be applicable to Company ID registration will be provided by the NENA Data Technical Committee; at that time, the Company ID registration service documentation will be updated on the Web site.

Use of Company ID Information by PSAPs

As the number of Local Exchange Carriers expand in a PSAP's service area, PSAPs will find that keeping up with which telephone number sets belong to each Carrier becomes more complex. Under Local Number Portability, Carrier ownership of individual telephone numbers makes Company ID a necessity.

A PSAP needs Company ID information to support quick access to the switching Carrier when necessary. Periodically accessing and listing the Company IDs from the Web site will provide this capability. The resulting listing or file should be made available to 9-1-1 calltakers at the PSAP, so they can convert the Company ID displayed on the ALI screen to the Carrier name and associated 24 hour contact number when needed.

In an area where Alternative Carriers or Local Number Portability are being activated, it is recommended that the appropriate PSAP management check the NENA Web site, and list the registered IDs as necessary, at least once a month. The frequency of checks should accelerate as Alternative Carriers become more prevalent.

If a Company ID user does not have NENA Web site access, the NENA national office can provide a listing.

Registering Company IDs

Both a mechanized sign-up process on the NENA Web site, and a paper form are available to support all users.

Internet address: www.nena9-1-1.org

The paper form can be requested by calling 1-800-332-3911 and can be faxed or mailed to NENA:
FAX: 740-622-2090 Address: 47849 Papermill Road;Coshocton, OH 43812-9724

An annual fee of \$100 applies for each ID registered. Companies will be billed on an annual basis for each Company ID registered, unless the registering Company contacts NENA to remove the ID. It is recommended that the Company Identifier be one that a public safety telecommunicator can readily interpret. A 3-5 character contracted spelling of the Company name is usually possible. The Company's choice for an Identifier is likely to be accepted, provided that it is not already registered by another Company.

The chosen Company ID code structure should be primarily alpha (MTI is more human friendly than M0122 or 10122). While both upper and lower case characters can be used, note that many types of PSAP equipment display only upper case. All IDs in the data base must therefore be unique character sets. Example: both ABCx and ABCX not allowed.

The 24 hour by 7 day telephone number should be that number that will allow the safety agencies to contact the Company's switching support center for line interrupts, call traces, or other emergency contact reasons.

The area covered by the 24x7 number may be national, regional, a single state, or other combinations. Please concisely indicate coverage area in the 'Area Supported' field by the use of 2 character state

abbreviations (OH, VA, CA, OK), 'All' to indicate all U.S. states, or Canadian province abbreviations. This will allow searching the 'Area Supported' field for those Companies registered in a given area. Please call NENA at 800-332-3911 if you have any questions.