

NENA Company ID Registration Service Technical Information Document (TID)



NENA Company ID Registration Service Technical Information Documents
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Prepared by:
National Emergency Number Association (NENA) Technical Committee Chairs

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TECHNICAL INFORMATION DOCUMENT

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NENA's Technical Committee has developed this document. Recommendations for change to this document may be submitted to:

National Emergency Number Association
4350 North Fairfax Drive, Suite 750
Arlington, VA 22203-1695
800-332-3911
or: techdoccomments@nena.org

Acknowledgments:

The National Emergency Number Association (NENA) Technical Committee Chairs developed this document.

NENA recognizes the following industry experts and their companies for their contributions in development of this document.

Version 3, Approval Date, 10/17/2008

Members:	Company
Delaine Arnold, Data Technical Committee Chair	Independent Consultant
Erica Aubut, Data Technical Committee Vice-Chair	Vermont Enhanced 9-1-1 Board
Paul Binder	IDT America
Kim Leigh	Qwest
Barb Thornburg, ENP	NENA
Rick Jones, ENP	NENA

This committee would also thank Tom Breen, Technical Committee Chair/Liaison, Tony Busam, Technical Committee Vice-Chair/Liaison and Roger Hixson, Technical Issues Director, for their support and assistance.

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1 Executive Overview

This “NENA Company ID Registration Service Technical Information Document” defines the Company ID program and provides instructions for companies to register their company identification. This document will be posted on NENA’s web page, www.nena.org.

2 Introduction

2.1 Operational Impacts Summary

NENA 02-502, Version 3, updates the types of service to include Video Relay Services (VRS), which have been mandated by the FCC that no later than December 31, 2008, VRS calls will come over the 9-1-1 network and that the PSAP will receive the VRS/IP Relay Provider name (NENA Company ID) and the ID # of the video interpreter/call assistant. Per FCC - 64.605(b)(2)(ii), "VRS or IP Relay providers must transmit all 911 calls, as well as ANI, the caller's Registered Location, the name of the VRS or IP Relay provider, and the CA's [call assistant's] identification number for each call, to the PSAP).

2.2 Security Impacts Summary

Not aware of any.

2.3 Document Terminology

The terms "shall", "must" and "required" are used throughout this document to indicate required parameters and to differentiate from those parameters that are recommendations. Recommendations are identified by the words "desirable" or "preferably".

2.4 Reason for Issue/Reissue

This document is issued to formalize the NENA Company ID Registration Program. NENA reserves the right to modify this document. Upon revision, the reason(s) will be provided in the table below.

Version	Date	Reason For Changes
Original	12/04/2005	Initial Document
2	05/01/2008	Modify CID fee as set by NENA Board
3	10/17/2008	Change OCN to SPID. Companies have multiple OCNs, but usually only 1 or 2 SPIDs. This change allows DBMSPs to validate U/M records against the SPID in the NPAC database.

		Bring TID inline with current template. Add video relay services to “type of service.”
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2.5 Recommendation for Additional Development work

Information may be found in NENA 02-011 relative to the use of Company ID and how it should be maintained.

2.6 Date Compliance

All systems that are associated with the 9-1-1 process shall be designed and engineered to ensure that no detrimental, or other noticeable impact of any kind, will occur as a result of a date/time change up to 30 years subsequent to the manufacture of the system. This shall include embedded application, computer based or any other type application.

To ensure true compliance, the manufacturer shall upon request, provide verifiable test results to an industry acceptable test plan such as Telcordia GR-2945 or equivalent.

2.7 Anticipated Timeline

Not applicable.

2.8 Costs Factors

There is an annual fee ranging from \$200to \$500 for each Company ID registered (see table in Section 2).

NENA Staff Requirements:

INITIAL VERIFICATION OF 7x24

Upon the creation of a new NENA Company ID, it is suggested that NENA Staff call the 24x7 number to ensure it is a working number.

AUDITS

In order to ensure the integrity and accuracy of the NENA Company ID database, NENA Staff shall perform, at a minimum, an annual audit of all registered information.

All fields shown under “What to List on the Company ID Table” must be verified with the Admin Contact person. Additionally, if the company has gone out of business or has merged with another company, NENA Staff shall verify with the Admin Contact that all telephone number records in the 9-1-1 database have been updated with the correct Company ID.

As part of the annual audit, NENA staff will verify with the Admin Contact Person that they are performing a quarterly review of all information.

2.9 Future Path Plan Criteria for Technical Evolution

In present and future applications of all technologies used for 9-1-1 call and data delivery, it is a requirement to maintain the same level or improve on the reliability and service characteristics inherent in present 9-1-1 system design.

New methods or solutions for current and future service needs and options should meet the criteria below. This inherently requires knowledge of current 9-1-1 system design factors and concepts, in order to evaluate new proposed methods or solutions against the Path Plan criteria.

Criteria to meet the Definition/Requirement:

1. Reliability/dependability as governed by NENA's technical standards and other generally accepted base characteristics of E9-1-1 service
2. Service parity for all potential 9-1-1 callers
3. Least complicated system design that results in fewest components to achieve needs (simplicity, maintainable)
4. Maximum probabilities for call and data delivery with least cost approach
5. Documented procedures, practices, and processes to ensure adequate implementation and ongoing maintenance for 9-1-1 systems

This basic technical policy is a guideline to focus technical development work on maintaining fundamental characteristics of E9-1-1 service by anyone providing equipment, software, or services.

2.10 Cost Recovery Considerations

An annual fee per Company ID is charged based on the company's subscriber volume.

2.11 Additional Impacts (non cost related)

Not applicable.

2.12 Intellectual Property Rights Policy

NENA takes no position regarding the validity or scope of any Intellectual Property Rights or other rights that might be claimed to pertain to the implementation or use of the technology described in this document or the extent to which any license under such rights might or might not be available; nor does it represent that it has made any independent effort to identify any such rights.

NENA invites any interested party to bring to its attention any copyrights, patents or patent applications, or other proprietary rights that may cover technology that may be required to implement this standard.

Please address the information to:

National Emergency Number Association
4350 N Fairfax Dr, Suite 750
Arlington, VA 22203-1695
800-332-3911
or: techdoccomments@nena.org

2.13 Acronyms/Abbreviations

This is not a glossary! See NENA 01-002 - NENA Master Glossary of 9-1-1 Terminology located on the NENA web site for a complete listing of terms used in NENA documents.

The following Acronyms are used in this document:	
CID	Company Identification/Identifier
IP Relay	Internet Protocol Relay
IVR	Interactive Voice Response
SPID	Service Provider Identification
VRS	Video Relay Service
CA	Call Assistant

3 NENA Company ID Registration Service

The evolution of telecommunications, i.e. Number Portability and Number Pooling, has necessitated the need to display Company Identifications (CIDs) of the associated Access Infrastructure Providers and Data Providers for each telephone number to the PSAP. This need is driven by two factors:

- **Speed of identification by PSAPs**
 - When a PSAP needs to quickly contact the Access Infrastructure Provider and/or Data Provider for busy line interrupt, call trace, and other emergency actions, the use of NPA-NXX for service provider Identification is no longer effective due to porting, geographic number assignment (e.g., Voice over Internet Protocol (VoIP) and pooling activity.
 - Company IDs must be applied to all 9-1-1 data base records.
 - It is mandatory that an accurate 24x7 contact number be provided for each Company ID.
 - Data Base and/or Access Infrastructure Providers are required to register a Company ID with NENA and have a mandatory 24x7 contact number for exigent circumstances.

- The preferred method for answering the mandatory 24x7 contact number by a live person, without IVR functions. In cases where a company requesting a NENA ID does not have 24x7 assistance, such as PS911 or small rural telephone companies, the daytime number (NOC/Repair) must have a recording indicating how someone from the company can be contacted after hours.
- Assistance for the following types of concerns must be available at this number either by direct assistance or transfer to the appropriate department:
 - o Call Trace
 - o Trap and Trace
 - o Address Information
 - o Busy Line Verification and/or Interrupt
 - o CPE/Network Repair
 - o Security Concerns

Any entity with a NENA Company ID shall be required to ensure that all their information is current and accurate. The Company Identifier Database Input Form shall be completed and submitted to NENA immediately upon the effective date of any change.

- **Data Base Management System Provider**

- Supports tracking, completeness, and accuracy in 9-1-1 data record processing by both the Access Infrastructure Provider and the Data Provider.
- Aids in the administration and management of discrepancy resolution among multiple companies.
- When NENA Data Versions 2.1, 3 or 4 are used, the data record address source's Company ID will be displayed in the Data Provider Company ID field when the Service Provider originating a 9-1-1 call is not the same Service Provider that supplies the source data base address record; i.e., CLEC Reseller, PS911, VPC (VoIP Positioning Center).

Purpose of the NENA Company ID Registration Service

A national 9-1-1 Company ID registration point was implemented 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 (CIDs), and to supply a single point of administration for the Company ID file content and update.

Listing the registered Company IDs in the NENA Company ID database allows Access Infrastructure Providers and Data Providers, states, counties, cities, and PSAPs to access and use the Company ID information. The NENA Company ID in the 9-1-1 ALI record allows the PSAP to quickly identify the Access Infrastructure Provider and/or Data Provider for the caller's telephone number, and to determine the 24x7 number of the company for emergency contact needs. In the NENA Company ID database description, if the company has a national switching center that takes calls from PSAPs for emergency assistance, the company needs only one NENA Company ID for this purpose. If a company has multiple emergency contact numbers, a unique Company ID must be created for each 24x7 telephone number and the company must submit the geographic areas supported by that number to be listed in the NENA Company ID database.

Who Needs A Company ID?

In all NENA Data Exchange Formats, it is necessary for all Access Infrastructure Providers and Data Service Providers to have a valid NENA Company ID.

NENA Data Exchange Formats Version 2.1, 3 and 4, contain fields for two Company IDs to be displayed.

- The Access Infrastructure Providers who provide the network access to a communication path will need to obtain a NENA Company ID to populate the Access Infrastructure Provider field.
- The Data Service Provider who has immediate access to the actual location information/address populated in the ALI record, for example Resellers, PS911s, VPCs and Third Party Data Providers, will need to obtain a NENA Company ID to populate the Data Service Provider field.

Applying for a NENA Company ID

For your convenience, NENA has created an online Company Identifier Data Base Input Form (<http://www.nena.org/companyid/index.htm>). This form can be completed in several ways:

- Online
- Fax: 703 812-4675
- USPS mail: 4350 North Fairfax Drive Suite 750, Arlington, VA 22203-1695

An annual fee per Company ID is as follows and is based on the company's subscriber size.

Annual Fee	Applies to:
\$200.00	Telecommunications entities with 0 to 24,999 access lines under their control, or 1 to 24,999 service subscribers in service (includes Private switch/multiline telephone system users – including IP-based MLTS)
\$300.00	Telecommunications entities with 25,000 to 99,999 access lines under their control, or 25,000 to 99,999 service subscribers in service
\$400.00	Telecommunications entities with 100,000 to 499,999 access lines under their control, or 100,000 to 499,999 service subscribers in service
\$500.00	Telecommunications entities with 500,000 or more access lines under their control, or 500,000 or more service subscribers in service

The above rates are for each ID registered and administered by NENA. Please note it is not necessary to be a NENA member to obtain a NENA Company ID. Once the NENA Company ID has been processed and assigned, NENA will invoice the company for the applicable fee.

- [Instructions](#)

Company IDs must be unique to a particular entity. The company requesting a NENA Company ID will search the existing list of IDs to ensure the chosen ID does not already exist in the data base.

The chosen Company ID code structure can be Alpha and/or Numeric, and should be easily identified as the company's name and recognizable to the PSAP. All IDs in the database must be unique, and comprised of a minimum of three (3) characters and a maximum of five (5).

The preferred method for answering the mandatory 24x7 telephone number is by trained personnel, not a pager or recording. In cases where a company requesting a NENA ID does not have 24x7 assistance, such as PS911 or small rural telephone companies, the daytime number (NOC/Repair) must have a recording indicating how someone from the company can be contacted after hours. This number will allow the PSAP to contact the company's support center (i.e. a Network Operations Center or NOC, and/or Repair Center), for line interrupts, call traces, network outage, or other exigent circumstances.

The listed Company Identifier shall be served by a single 24x7 telephone number. Multiple types of service may be selected as long as the 24x7 number is the same for all types of service. 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 two-character state abbreviations (OH, VA, CA, OK), or "ALL USA" to indicate all states. In the event of a US territory, use US and the two-character abbreviation of the territory, example USVI, United States Virgin Islands. If a state is broken up into geographic

categories, please indicate specific regional coverage to include specific county, city, or other geographic area including the state.

NOTE: In general, the Canadian PSAPs, Local Service Providers and 9-1-1 Service Providers do not use the NENA Company ID registration. Throughout Canada, the provincial 9-1-1 Database Service Provider manages locally the assignment of all Local Service Provider ID (LSP ID) codes (Company ID) used in their territory. At this time, In three provinces (Ontario, Quebec and New Brunswick), both a Voice LSP ID and a Data LSP ID are used for each 9-1-1 transaction record and ALI display.

The Admin Contact Person must verify the Company ID information on the NENA web page at least quarterly to ensure all data is accurate.

- **What To List On The Company ID Table**

The NENA Company ID table contains the following information, which could assist the PSAP in locating valuable information in a time of urgency.

Company ID
Company Name
Area Supported by 24x7
TN
24x7 TN (need different
Company ID for each
different 24x7 number)
Type of Local Services
Status
SPIDs (enter ALL -
separate with commas)
Admin Contact Name
Admin Contact Title
Admin Contact Email
Address
Admin Contact Phone Nbr
Admin Contact Fax Nbr
Address 1
Address 2
City
State

Each Company ID will include the type of local services the company offers. The selection options will be:

- Cable Digital
- CLEC Facility
- CLEC Resell
- CLEC UNE
- Co-Op/Rural
- Database Management System Provider
- ERDB
- ILEC
- PBX/PS911/Shared Tenant
- Wireless/Cellular/PCS
- Video Relay Service Provider
- Internet Protocol Relay Provider
- VoIP
- VoIP Reseller
- VDB
- VPC
- Other (must identify)

A unique Company Identifier is required for each 24x7 telephone number. Multiple types of service may be selected as long as the 24x7 number is the same for all types of service.

<u>NENA CID</u>	<u>AREA SUPPORTED</u>	<u>24X7 NUMBER</u>	<u>TYPE OF SERVICE</u>
DISNY	CA,FL	888-555-1212	ILEC
DISNV	CA,ATLANTA GA, DALLAS TX, FL, NEW YORK NY	888-555-2323	VOIP
MGKDM	ORLANDO FL	888-555-6425	PBX/PS911/Shared Tenant
UNIV	ALL USA	800-555-6000	ILEC,VOIP,CLEC Facility

The 24x7 number reflected must be able to provide assistance for or access to the database contact, network contact, etc.

Statues

The following five statuses will be listed in the NENA Company ID database:

- A: Active Company ID
- I: Inactive – no payment received within 6 months of billing
- C: Cancelled – no payment in over 2 years OR an Acquisition/Merger/Consolidation (CANCELLED – SEE NEWID) Old Company Name
EXAMPLE: (Cancelled - See VERIZ) GTE Telephone Operations
- OB: Out of Business
- P: Pending Payment – used when issuing invoice to new company

Company Name Changes (Acquisitions and Mergers)

When a company makes a change to its name due to a change in ownership, merger, etc., all Company ID's must be updated with current and accurate contact information.

Making the required changes to your NENA Company ID will not initiate a change to the NENA Company ID populated on the records with the Data Provider. All records must reflect the correct Company ID of the Access Infrastructure Provider and/or Data Provider. To accomplish this, the new Company owner must contact each Data Provider and/or Database Management System Provider to coordinate the Company ID changes to the new ID. You may also need to contact the State PUC/PSC to provide the updated information.

Please contact NENA, at 800-332-3911, if you have any questions.

4 References

- o NENA 02-010: NENA Standard Data Formats for ALI Data Exchange & GIS Mapping
- o NENA 02-011: NENA Data Standards for Local Exchange Carriers, ALI Service Providers & 9-1-1 Jurisdictions

5 Exhibits

Company Identifier Data Base Input Form

Select:
<input type="checkbox"/> New CID
<input type="checkbox"/> Update to existing CID
<input type="text"/> Company Identifier (5 Alpha/Numeric) - minimum (3)
Physical Address:
Company Name (40) <input type="text"/>
Street Address (64) <input type="text"/>
Street Address 2 (64) <input type="text"/>
City (32) <input type="text"/>
State (2) <input type="text"/>
Zip Code (10) <input type="text"/>
Invoicing/Mailing Address (If different from above address):
Company Name (40) <input type="text"/>
Address (64) <input type="text"/>
Address 2 (64) <input type="text"/>
City (32) <input type="text"/>
State (2) <input type="text"/>

Zip Code (10)

Invoicing/Billing Contact Name: (40)

Invoicing/Billing Email: (40)

Invoicing/Billing Contact Telephone Number: (40)

24 Hour x 7 Day Telephone Number (12)

Access number for Safety Agencies to contact switching carrier. While not the preferred method, in cases where a company requesting a NENA ID does not have 24x7 assistance, such as PS911 or small rural telephone companies, the daytime number (NOC/Repair) must have a recording indicating how someone from the company can be contacted after hours.

 - -

Area Supported by service (64) **two-character state names, or other**

Type of Local Service (10) **Select all that apply**

of Access Lines/Subscribers (10)

SPIDs (60) **(Completed only by wireline and wireless providers. This is the Service Provider ID on the telephone number record in Number Portability Administration Center (NPAC).**

Administrative Contact Information (These are non-emergency administrative contacts for the CID data base content. This person is responsible for accuracy and should verify content quarterly, at a minimum):

Admin Contact Name * (32)

Admin Contact Title * (40)

Admin Contact EMail Address:

Admin Contact Phone Nbr * (12)

 - -

Admin Contact Fax Nbr * (12)

 - -

Submitter Contact Information:

Submitter's Name:

Submitter's Title:

Submitter's Phone Number:

Submitter's Email:

Comments:

Click here **once** when finished.

Click here to clear and reset the form.

6 Previous Acknowledgments

Version 2, Approval Date, 05/01/2008

Members:	Company
Delaine Arnold, Data Technical Committee Chair	Independent Consultant
Erica Aubut, Data Technical Committee Vice-Chair	Vermont Enhanced 9-1-1 Board
Paul Binder	IDT America
Sara Collins	AT&T
Maryls Davis	King County, WA
David Froneberger	MCI
Joseph Gondek	Verizon
Judy Graham	Time Warner Telecom
Bill Horne	Tarrant County, TX
Maria Jacques	State of Maine 9-1-1
Linda McKelvey	Qwest
Dorothy Maddox	Cullman County, AL
Tom Muehleisen	NuVox
Mary Orłowski	AT&T
David Pattillo	BellSouth
Dave Perue	Frontier

Ira Pyles	Hillsborough County, FL
Paul Rogers	Verizon
Betsy Schultz	Intrado
Mary Sharp	Intrado
Pam Snyder	Frontier
Greg Taylor	Verizon
Melissa Tutton	Plano Texas Public Safety Communications
Marilyn Waddell	Independent Consultant
Tina Williams	Cincinnati Bell