NENA TECHNICAL INFORMATION DOCUMENT

NOTICE

The National Emergency Number Association (NENA) publishes this document as an information source for the designers and manufacturers of systems to be utilized for the purpose of processing emergency calls. It is not intended to provide complete design specifications or parameters or to assure the quality of performance for systems that process emergency calls.

NENA reserves the right to revise this TID for any reason including, but not limited to:

- conformity with criteria or standards promulgated by various agencies
- utilization of advances in the state of the technical arts
- or to reflect changes in the design of network interface or services described herein.

It is possible that certain advances in technology will precede these revisions. Therefore, this TID should not be the only source of information used. NENA recommends that members contact their Telecommunications Carrier representative to ensure compatibility with the 9-1-1 network.

Patents may cover the specifications, techniques, or network interface/system characteristics disclosed herein. No license expressed or implied is hereby granted. This document shall not be construed as a suggestion to any manufacturer to modify or change any of its products, nor does this document represent any commitment by NENA or any affiliate thereof to purchase any product whether or not it provides the described characteristics.

This document has been prepared solely for the voluntary use of E9-1-1 Service System Providers, network interface and system vendors, participating telephone companies, etc.

By using this document, the user agrees that NENA will have no liability for any consequential, incidental, special, or punitive damages arising from use of the document.

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, Suite750
Arlington, VA 22203-1695
800-332-3911
or: commleadership@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, 11/12/2008

<table>
<thead>
<tr>
<th>Members:</th>
<th>Company</th>
</tr>
</thead>
<tbody>
<tr>
<td>Delaine Arnold, Data Technical Committee Chair</td>
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<tr>
<td>Barb Thornburg, ENP</td>
<td>NENA</td>
</tr>
<tr>
<td>Rick Jones, ENP</td>
<td>NENA</td>
</tr>
</tbody>
</table>

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.

<table>
<thead>
<tr>
<th>Version</th>
<th>Date</th>
<th>Reason For Changes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Original</td>
<td>12/04/2005</td>
<td>Initial Document</td>
</tr>
<tr>
<td>2</td>
<td>05/01/2008</td>
<td>Modify CID fee as set by NENA Board</td>
</tr>
<tr>
<td>3</td>
<td>11/12/2008</td>
<td>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.”</td>
</tr>
</tbody>
</table>
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 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
2.13 Acronyms/Abbreviations

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

<table>
<thead>
<tr>
<th>Acronym</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>CID</td>
<td>Company Identification/Identifier</td>
</tr>
<tr>
<td>IP Relay</td>
<td>Internet Protocol Relay</td>
</tr>
<tr>
<td>IVR</td>
<td>Interactive Voice Response</td>
</tr>
<tr>
<td>SPID</td>
<td>Service Provider Identification</td>
</tr>
<tr>
<td>VRS</td>
<td>Video Relay Service</td>
</tr>
<tr>
<td>CA</td>
<td>Call Assistant</td>
</tr>
</tbody>
</table>

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

*** The annual fee determined by NENA is based on the company’s subscriber size and may be found at https://www.nena.org/?page=CID2014.

<table>
<thead>
<tr>
<th>Annual Fee</th>
<th>Applies to:</th>
</tr>
</thead>
<tbody>
<tr>
<td>***</td>
<td>Telecommunications entities with 0 to 24,999 access lines under their</td>
</tr>
</tbody>
</table>
control, or 1 to 24,999 service subscribers in service (includes Private switch/multiline telephone system users – including IP-based MLTS)

| *** | Telecommunications entities with 25,000 to 99,999 access lines under their control, or 25,000 to 99,999 service subscribers in service |
| *** | Telecommunications entities with 100,000 to 499,999 access lines under their control, or 100,000 to 499,999 service subscribers in service |
| *** | 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
- SPIIDs (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:
- 9-1-1 Admin-CPE ALI (9-1-1 Jurisdiction/PSAP ONLY)
- Cable Digital
- CLEC Facility
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.

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

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

**Statutes**

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**

<table>
<thead>
<tr>
<th>Select</th>
<th>New CID</th>
<th>Update to existing CID</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Physical Address:**

- Company Name (40)
- Street Address (64)
- Street Address 2 (64)
- City (32)
- State (2)
- Zip Code (10)

**Invoicing/Mailing Address (If different from above address):**

- Company Name (40)
- Address (64)
- Address 2 (64)
- City (32)
- State (2)
<table>
<thead>
<tr>
<th><strong>Zip Code (10)</strong></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Invoicing/Billing Contact Name: (40)</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Invoicing/Billing Email: (40)</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Invoicing/Billing Contact Telephone Number: (40)</strong></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>24 Hour x 7 Day Telephone Number (12)</strong></th>
</tr>
</thead>
</table>

**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.

<table>
<thead>
<tr>
<th><strong>Area Supported by service (64) two-character state names, or other</strong></th>
<th></th>
</tr>
</thead>
</table>

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

<table>
<thead>
<tr>
<th><strong># of Access Lines/Subscribers (10)</strong></th>
<th></th>
</tr>
</thead>
</table>

**SPIIDs (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).**

<table>
<thead>
<tr>
<th><strong>Administrative Contact Information</strong> (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):</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Admin Contact Name * (32)</strong></td>
</tr>
<tr>
<td><strong>Admin Contact Title * (40)</strong></td>
</tr>
<tr>
<td><strong>Admin Contact EMail Address:</strong></td>
</tr>
<tr>
<td><strong>Admin Contact Phone Nbr * (12)</strong></td>
</tr>
<tr>
<td><strong>Admin Contact Fax Nbr * (12)</strong></td>
</tr>
</tbody>
</table>
Submitter Contact Information:
Submitter’s Name:
Submitter’s Title:
Submitter’s Phone Number:
Submitter’s Email:
Comments:

6 Previous Acknowledgments

Version 2, Approval Date, 05/01/2008

<table>
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<th>Members:</th>
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<td>AT&amp;T</td>
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<td>King County, WA</td>
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<tr>
<td>David Froneberger</td>
<td>MCI</td>
</tr>
<tr>
<td>Joseph Gondek</td>
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<tr>
<td>Judy Graham</td>
<td>Time Warner Telecom</td>
</tr>
<tr>
<td>Bill Horne</td>
<td>Tarrant County, TX</td>
</tr>
<tr>
<td>Maria Jacques</td>
<td>State of Maine 9-1-1</td>
</tr>
<tr>
<td>Linda McKelvey</td>
<td>Qwest</td>
</tr>
<tr>
<td>Dorothy Maddox</td>
<td>Cullman County, AL</td>
</tr>
<tr>
<td>Tom Muehleisen</td>
<td>NuVox</td>
</tr>
<tr>
<td>Mary Orlowski</td>
<td>AT&amp;T</td>
</tr>
<tr>
<td>David Pattillo</td>
<td>BellSouth</td>
</tr>
<tr>
<td>Dave Perue</td>
<td>Frontier</td>
</tr>
</tbody>
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Version 3, November 12, 2008
<table>
<thead>
<tr>
<th>Name</th>
<th>Location/Company</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ira Pyles</td>
<td>Hillsborough County, FL</td>
</tr>
<tr>
<td>Paul Rogers</td>
<td>Verizon</td>
</tr>
<tr>
<td>Betsy Schultz</td>
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<tr>
<td>Mary Sharp</td>
<td>Intrado</td>
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<tr>
<td>Pam Snyder</td>
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<td>Melissa Tutton</td>
<td>Plano Texas Public Safety Communications</td>
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