9-1-1 A three-digit telephone number to facilitate the reporting of an emergency requiring response by a public safety agency.

9-1-1 Network – Literally, the dedicated circuits, and switching components used to transport voice from the originating central office, PBX, or other equivalent point to the 9-1-1 controller unit at the PSAP.

9-1-1 Service – The delivery of 9-1-1 dialed calls from the originating switch to the PSAP call taker, with associated delivery of ANI and ALI data.

9-1-1 System – The set of network, database and CPE components required to provide 9-1-1 service.

ALI Automatic Location Identification – The automatic display at the PSAP of the caller’s telephone number, the address/location of the telephone and supplementary emergency services information.

ANI Automatic Number Identification – Telephone number associated with the access line from which a call originates.

Analog – As applied to 9-1-1, call transport using signaling involving a physical change, such as voltage or frequency. Analog trunking using multi-frequency tones (MF).

APCO Association of Public Safety Communications Officials – The Association of Public Safety Communications Officials – International, Inc. is a not-for-profit professional organization dedicated to the enhancement of public safety communications. APCO exists to serve the people who manage, operate, maintain and supply the communications systems.

AR Alternate Routing – A standard feature provided to allow E9-1-1 calls to be routed to a designated alternate location if (1) all E9-1-1 exchange lines to the primary PSAP are busy, or (2) the primary PSAP is closed down for a period of time (night service).

ACN Automatic Collision Notification – A service provided by vendors such as OnStar and ATX that allows sensors in vehicles to automatically initiate a call to a central answering point upon specific levels of vehicle impact, air bag deployment, etc.

Basic 9-1-1 – An emergency telephone system, which automatically connects 9-1-1 callers to a designated answering point. Call routing is determined by originating central office only. Basic 9-1-1 may or may not support ANI and/or ALI.

CAS Call Associated Signaling

CTIA Cellular Telecommunications and Internet Association – The Cellular Telecommunications and Internet Association is the international organization that represents all elements of wireless communication – cellular, personal communication services, enhanced specialized mobile radio, and mobile satellite services – serving the interests of service providers, manufacturers, and others.

CMRS Commercial Mobile Radio Service – Includes all of the following:

1) A wireless 2-way communication device, including a radio telephone used in cellular telephone service or personal communication service.
2) A functional equivalent of a radio telephone communications line used in cellular telephone service or personal communication service.
3) A network radio access line.

CMRS Connection – Each number assigned to a CMRS customer.

Company Identifier (Company ID) – A 3 to 5 character identifier chosen by the Local Exchange Carrier that distinguishes the entity providing dial tone to the end user. The Company Identifier is maintained by NENA in a nationally accessible database.
**Consolidated Dispatch** – A countywide or regional emergency dispatch service that provides dispatch service for 75% or more of the law enforcement, fire fighting, emergency medical service, and other emergency service agencies within the geographical area of a 9-1-1 service district or serves 75% or more of the population within a 9-1-1 service district.

**Data Base** – An organized collection of information, typically stored in computer systems, comprised of fields, records (data) and indexes. In 9-1-1, such databases include master street address guide (MSAG), telephone number/emergency service number (ESN), and telephone customer records.

**Database Service Provider** – A service supplier who maintains and supplies or contracts to maintain and supply an ALI database or a MSAG.

**Dedicated Trunk** – A telephone circuit used for a single purpose such as transmission of 9-1-1 calls.

**DR** 
**Default Routing** – The capability to route a 9-1-1 call to a designated (default) PSAP when the incoming 9-1-1 call cannot be selectively routed due to an ANI failure or other cause.

**EMS** 
**Emergency Medical Service** – The emergency medical response group established under the Emergency Medical Systems Act of 1972.

**ESN** 
**Emergency Service Number** – A number defining the primary PSAP and up to 5 secondary PSAPs serving a particular telephone number. It is used in conjunction with the selective routing feature of E9-1-1 service.

**ESZ** 
**Emergency Service Zone** – The designation assigned by a county to each street name and address range that identifies which emergency response service is responsible for responding to an exchange access facility’s premises.

**Emergency Telephone Charge** – Emergency telephone operation charge and emergency telephone technical charge.

**Emergency Telephone District** – The area in which 9-1-1 service is provided or is planned to be provided to service users under a 9-1-1 system implemented under this act. Also referred to as “9-1-1 service district.”

**Emergency Telephone District Board** – The governing body created by the board of commissioners of the county or counties with authority over an emergency telephone district.

**Emergency Telephone Operation Charge** – A charge for non network technical equipment and other costs directly related to the dispatch facility and the operation of 1 or more PSAPs including, but not limited to, the costs of dispatch personnel and radio equipment necessary to provide 2-way communication between PSAPs and a public safety agency. Emergency telephone operation charge does not include non-PSAP related costs such as response vehicles and other personnel.

**ETSC** 
**Emergency Telephone Service Committee** – A committee created within the department of state police to develop statewide standards and model system considerations and make other recommendations for emergency telephone services.

**Emergency Telephone Technical Charge** – A charge for the network start-up costs, customer notification costs, billing costs including an allowance for uncollectibles for technical and operation charges, and network nonrecurring and recurring installation, maintenance, service, and equipment charges of a service supplier providing 9-1-1 service under this act.

**E9-1-1** 
**Enhanced 9-1-1** – An emergency telephone system which includes network switching, database and CPE elements capable of providing Selective Routing, Selective Transfer, Fixed Transfer, ANI and ALI.

**Final 9-1-1 Service Plan** – A tentative 9-1-1 service plan that has been modified only to reflect necessary changes resulting from any exclusions of public agencies from the 9-1-1 service district of the tentative 9-1-1 service plan under section 306 and any failure of public safety agencies to be designated as PSAPs or secondary PSAPs under section 307.
HCAS  **Hybrid CAS** – a combination of CAS (Call Associated Signaling) and NCAS (Non Call Associated Signaling).

**Hypertext Link** – A way to connect two Internet resources via a simple word or phrase on which a user can click to start the connection, and easily access cross-references.

ISDN  **Integrated Services Digital Network** – A digital interface providing multiple channels for simultaneous functions between the network and CPE.

**Internet Protocol Telephony** – Blending of voice, data, and video using Internet Protocol for each, across the Internet or other existing IP-based LANs and WANs, effectively collapsing three previously separate networks into one.

LEC  **Local Exchange Carrier** – A Telecommunications Carrier (TC) under the state/local Public Utilities Act that provide local exchange telecommunications services. Also known as Incumbent Local Exchange Carriers (ILECs), Alternate Local Exchange Carriers (ALECs), Competitive Local Exchange Carriers (CLECs), Competitive Access Providers (CAPs), and Local Service Providers (LSPs)

LNP  **Local Number Portability** – A process by which a telephone number may be reassigned from one Local Exchange Carrier to another.

MSAG  **Master Street Address Guide** – A perpetual database that contains information continuously provided by a service district that defines the geographic area of the service district and includes an alphabetical list of street names, the range of address numbers on each street, the names of each community in the service district, the emergency service zone of each service user, and the primary service answering point identification codes.

NASNA  **National Association of State Nine One One Administrators** – The National Association of State Nine One One Administrators is a not-for-profit corporation of full time state 9-1-1 coordinators whose primary responsibility is to administer 9-1-1 programs in their respective states. NASNA members review public policy issues, federal regulations, technology issues and funding mechanisms that impact 9-1-1 delivery.

NENA  **National Emergency Number Association** – The National Emergency Number Association is a not-for-profit corporation established in 1982 to further the goal of “One Nation—One Number.” NENA is a networking source and promotes research, planning and training. NENA strives to educate, set standards and provide certification programs, legislative representation and technical assistance for implementing and managing 9-1-1 systems.

NCAS  **Non Call Associated Signaling**

PBX  **Private Branch Exchange** – A smaller version of the phone company central switching office, usually privately owned by a non-telephone business. A PBX connects to the larger telephone network for external call handling, and usually requires dialing an access digit such as 9 or 8 to make an external call.

**Phase I Wireless E9-1-1 Service** – dispatch center receives call back number of the wireless phone used to dial 9-1-1 and the location of the cell site used to handle the call.

**Phase II Wireless E9-1-1 Service** – dispatch center receives specific location information of the wireless caller dialing 9-1-1, within parameters set by the Federal Communications Commission.

Primary PSAP – A PSAP to which 9-1-1 calls are routed directly from the 9-1-1 Control Office. (See PSAP below.)

**Public Safety Agency** – An entity that provides fire fighting, law enforcement, emergency medical, or other emergency service.

PSAP  **Public Safety Answering Point** – A facility equipped and staffed to receive 9-1-1 calls. A Primary PSAP receives the calls directly. If the call is relayed or transferred, the next receiving PSAP is designated a Secondary PSAP.
Redundancy – Duplication of components, running in parallel, to increase reliability.

Relay Method – A PSAP notes pertinent information and relays it by telephone, radio, or private line to the appropriate public safety agency or other provider of emergency services that has an available emergency service unit located closest to the request for emergency service for dispatch of an emergency service unit.

Secondary PSAP Answering Point – A communications facility of a public safety agency or private safety entity that receives 9-1-1 calls by the transfer method only and generally serves as a centralized location for a particular type of emergency call.

Selective Routing – The routing of a 9-1-1 call to the proper PSAP based upon the location of the caller.

Service Provider – An entity providing one or more of the following 9-1-1 elements: network, CPE, or database service.

Service Supplier – A person providing a telephone service or a CMRS to a service user in this state.

Service User – An exchange access facility or CMRS service customer of a service supplier within a 9-1-1 system.

SS7/CCS7 Signaling System 7 (SS7)/Common Channel Signaling (CCS7) – An inter-office signaling network separate from the voice path network, utilizing high-speed data transmission to accomplish call processing. (The Public Switched Telephone Network is in the process of upgrading from MF Signaling to SS7.)

Switch – Telephone company facility where subscriber lines or interswitch trunks are joined to switching equipment for connecting subscribers to each other, locally or long distance.

Tariff – The rate approved by the Public Service Commission for 9-1-1 service provided by a particular service supplier. Tariff does not include a rate of a commercial mobile radio service by a particular supplier.

Telecommunicator – As used in 9-1-1, a person who is trained and employed in public safety telecommunications. The term applies to call takers, dispatchers, radio operators, data terminal operators or any combination of such functions in a PSAP.

Tentative 9-1-1 Service Plan – A plan prepared by 1 or more counties for implementing a 9-1-1 system in a specified 9-1-1 service district.

Transfer Method – A PSAP transfer the 9-1-1 call directly to the appropriate public safety agency or other provider of emergency service that has an available emergency service unit located closest to the request for emergency service for dispatch of an emergency service unit.

Trunk – Typically, a communication path between central office switches, or between the 9-1-1 Control Office and the PSAP.

Universal Emergency Number Service – Public telephone service that provides service users with the ability to reach a public safety answering point by dialing the digits “9-1-1.” Also referred to as “9-1-1 Service.”

Universal Emergency Number Service System – A system for providing 9-1-1 service under P.A. 80 of 1999. Also referred to as “9-1-1 System.”

Voice over Internet Protocol (VoIP) – A phone call that is transmitted over a data network.

Wireless – A phone system that operates locally without wires, using radio links for call transport.

**Wireless Phase I** – Required by FCC Report and Order 96-264 pursuant to Notice of Proposed Rulemaking (NPRM) 94-102. The delivery of a wireless 9-1-1 call with callback number and identification of the cell-sector from which the call originated. Call routing is determined by cell-sector. (Target date April 1998.)

**Wireless Phase II** – Required by FCC Report and Order 96-264 pursuant to Notice of Proposed Rulemaking (NPRM) 94-102. The delivery of a wireless 9-1-1 call with Phase I requirements plus location of the caller within 100 meters 67% of the time for network-based caller location systems and within 50 meters 67% of the time for handset-based location systems. (Target start date October 2001.)

**Wireless Telecommunications** – The family of Telecommunications services under the heading of Commercial Mobile Radio Service. Includes Cellular, Personal Communications Services (PCS), Mobile Satellite Services (MSS) and Enhanced Specialized Mobile Radio (ESMR).

**Wireline** – The transmission of speech or data using wired connections.