

## **ENHANCED 911 DATABASE UPDATES**

### **Background:**

For calls to 9-1-1, the E911 database identifies the street address associated with the calling telephone number and provides this address information for display at the PSAP.

BA is responsible for updating the E911 database for its own retail customers and for customers of CLECs served by resale of BA's local retail service. CLECs are responsible for providing to BA, for submission by BA to the E911 database, the information needed to update the E911 database for CLEC customers that utilize UNE port arrangements and for CLEC customers provided dial tone via CLEC switching equipment.

When BA provides updates to the E911 database, the address is compared against permissible street addresses and their associated ranges contained in the Master Street Address Guide (MSAG). The MSAG (address information) is compiled, provided and maintained by the applicable governmental entities. Thus, the MSAG is only as accurate as the information supplied by the governmental entities and only these governmental entities can authorize changes to the MSAG.

If the E911 database cannot process the update, either because of a discrepancy with MSAG or for some other reason, the E911 database generates an error message that identifies the nature of the problem. If the update is for a CLEC, BA will return the update to the CLEC. The CLEC must correct the update and resubmit it to BA.

Responsibilities and procedures for updating the E911 database are described in BA's "CLEC Handbook" and "E911 Activation Process." Both documents are available to the public at BA's website.

### **BA's Procedures**

As explained above, BA is responsible for updating the E911 database for its own retail customers and for CLECs that resell its local retail service. BA performs this function in a competitively neutral manner. For BA retail orders and BA resale orders, the customer's name, street address, and telephone number are electronically downloaded from the BA service order and a record is generated. These records are accumulated during the day and then electronically "batch" transmitted to the E911 database in the evening. Rejected records and their corresponding error messages are returned to the appropriate CLEC for correction and resubmission. Typical errors include mismatches on street addresses, such as misspellings, incorrect suffix, and street number outside of MSAG range. New street addresses and ranges must be validated by the CLEC with the appropriate governmental agency.