

REQUEST FOR ADJUSTMENT OF 911 DATABASE REPORT RESULTS
Process for the Metro Area and Counties
where CenturyLink is the 911 Service Provider

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The Metropolitan Emergency Services Board (MESB) in conjunction with the Department of Public Safety, Emergency Communication Networks 9-1-1 Program (DPS ECN) has established a process for telecommunications service providers to request consideration of a report adjustment. TELCO (Service Provider) 911 Database Coordinators receive from CenturyLink via email, the monthly No Record Found (NRF) results and a detail NRF report listing the phone numbers. The following is the excerpt from Minnesota Rules 7580 regarding adjustments and the process for claiming an adjustment:

Minnesota Rules Section 7580.0600 Operational Requirements

Subp. 11. ALI database standards.

A. A service provider shall provide accurate data to the 911 automatic location identification database with no more than 0.5 percent of all calls received by the 911 network during any calendar year resulting in a no record found (NRF) condition.

(1) If a service provider provides service in areas covered by different 911 service providers, the standard must be applied to each 911 service provider's network separately.

(2) Adjustments to the number of NRF 911 calls attributed to a service provider during a calendar year must be made:

- (a) for multiple 911 calls received from the same telephone number over a 24-hour period;
- (b) for 911 calls received from a telephone installed less than two full business days, which includes each weekday except a legal holiday, following the date of installation;
- (c) for prearranged test calls made to verify the operation of the 911 network;
- (d) for manual searches on telephone numbers not received as 911 calls;
- (e) for 911 calls received from a location that was referred to the PSAP jurisdiction for addressing while the addressing request is unresolved;
- (f) if a telephone number generating the NRF call has been transferred to another service provider or entity, based upon reference to the Number Portability Administration Center, in which case the incident must be reassigned and reported as a NRF call to the appropriate service provider; and
- (g) for one unadjusted NRF 911 call per 911 service provider where the service provider has less than 400 total 911 calls per 911 service provider during the measured calendar year.

(3) A service provider shall submit a written claim for any adjustments to the commissioner within 30 days of the incident.

Requests must be made within 30 days of the receipt of the report. Any requests made beyond the 30 days WILL NOT BE ACCEPTED.

- 1) Only one form for each month should be completed. The request should include the specific TN(s) along with the date and time of the 911 calls, as well as a summary of the investigation results, if required, for each NRF that the TELCO believes should be removed from their results.
- 2) In the metro area counties, the REQUEST FOR REPORT ADJUSTMENT form should be emailed to MESB staff at email address: 911coord@mn-mesb.org with a copy sent to the CenturyLink 911 Database System Integrator, Dawn Evangelist at email address: Dawn.Evangelist@centurylink.com.

- 3) For all other counties outside of the metro area where CenturyLink is the 911 Service Provider, the REQUEST FOR REPORT ADJUSTMENT should be faxed to (651-296-2665) or emailed to the DPS ECN 911 Program Analyst, Patricia Kraft at email address: patricia.kraft@state.mn.us with a copy being sent to the CenturyLink 911 Database Integrator, Dawn Evangelist at email address: Dawn.Evangelist@centurylink.com.
- 4) MESB staff or the DPS ECN staff will review the REQUEST FOR REPORT ADJUSTMENT and respond to the TELCO requestor. All requests for adjustments will be kept on file and the appropriate staff will send approved report adjustments to the CenturyLink 911 Database System Integrator for changes and notations on the monthly reports.
- 5) Questions in the metro area counties regarding this process or the status of requests for report adjustments should be referred to the MESB staff at email address: 911coord@mn-mesb.org. All other inquiries should be directed to the DPS ECN 911 Program Analyst, Patricia Kraft at (651)201-7552 or email address: patricia.kraft@state.mn.us.

REQUEST FOR ADJUSTMENT DUE TO MULTIPLE 911 CALLS FROM THE SAME IN WITHIN A 24 HOUR PERIOD:

In situations where the NRF's from the same telephone number appear multiple times within a 24-hour period, MESB and DPS ECN will allow consideration of an adjustment to the TELCO's monthly No Record Found results.

Procedures for requesting an adjustment due to multiple 911 calls from the same TN within a 24 hour period:

- 1) If the TELCO 911 Database Coordinator's investigation of a NRF leads to the conclusion that the same telephone number appears on more than one occasion within a 24 hour period, the TELCO 911 Database Coordinator can complete the REQUEST FOR REPORT ADJUSTMENT form. The first occurrence will be counted as a NRF.

REQUEST FOR ADJUSTMENT DUE TO 911 CALLS RECEIVED FROM A TELEPHONE INSTALLED LESS THAN TWO FULL BUSINESS DAYS WHICH INCLUDES EACH WEEKDAY EXCEPT A LEGAL HOLIDAY, FOLLOWING THE DATE OF INSTALLATION:

In situations where NRF's from a 911 call made from a telephone installed less than two full business days (which includes each weekday except a legal holiday) following the date of installation, MESB and DPS ECN staff will allow consideration of an adjustment to the TELCO's monthly no record found results.

Procedures for requesting an adjustment due to 911 calls received from a telephone installed less than two full business days following the date of installation:

- 1) If the TELCO 911 Database Coordinator's investigation of a NRF leads to the conclusion that the 911 call came from a telephone number that was installed less than two full business days (which includes each weekday except a legal holiday) following the date of installation, the TELCO 911 Database Coordinator can complete the REQUEST FOR REPORT ADJUSTMENT form including the date the telephone number was installed and the date it was updated in the 911 database.

REQUEST FOR ADJUSTMENT DUE TO 911 NETWORK TESTING:

From time to time, TELCO's conduct specific 911 network tests that require a no record found condition in order to invoke default routing. The MESB and DPS ECN staff recognizes this is infrequent, but is a necessary activity to confirm a company's 911 network configuration.

Because test calls of this nature will result in no record founds tallied for the test telephone numbers, the MESB and DPS ECN staff are establishing the following process for TELCO's that want to request consideration of an adjustment to their monthly no record found results due to 911 network tests.

Procedures for requesting an adjustment due to 911 network testing are:

- 1) In the Metro area counties, the MESB requests that TELCO's identify to staff the telephone numbers used by their company as 911 test numbers. This should be a reasonably small amount of numbers, presumably less than 20. Staff will keep these numbers on file and request those numbers be consistently used for the company's 911 network tests.
- 2) TELCO's planning 911 network tests in the Metro area counties should contact MESB staff (Pete Eggimann at 651-643-8377, (peggimann@mn-mesb.org) 48 hours in advance of planned testing to receive authorization to precede with the tests. Staff will notify affected PSAPs of the testing. In all other counties where CenturyLink is the 911 service provider, TELCO's should contact the DPS ECN 911 Program Analyst, Patricia Kraft at 651-201-7552, (patricia.kraft@state.mn.us).
- 3) For months in which test numbers caused NRFs, the TELCO 911 Database Coordinator can complete the REQUEST FOR REPORT ADJUSTMENT form, including the detailed NRF report information for the NRFs that the TELCO believes should be removed from their results.

REQUEST FOR ADJUSTMENT DUE TO REVERSE ALI BECAUSE OF PSAP CPE:

Some PSAP CPE cannot adequately identify manual or automated reverse ALI searches in order to differentiate them from 911 call-generated ALI bids. If the TELCO confirms that the phone number is not a valid number for a current subscriber and therefore could not be sent via the 911 network as an Automatic Number Identification, the MESB and DPS ECN staff will allow consideration of an adjustment to the TELCO's monthly no record found results.

Procedures for requesting an adjustment due to Reverse ALI because of PSAP CPE:

- 1) For months in which Base Call NRFs associated with the identified PSAP are listed on the TELCO's report, the TELCO 911 Database Coordinator can determine if it is appropriate for the TELCO to pursue a report adjustment. The TELCO 911 Database Coordinator should investigate the telephone numbers that were a Base Call NRF at the identified PSAP. Typical investigation would include checking the TELCO's customer record, billing and/or repair systems, and possibly checking in the TELCO's switch for 911 calls at the time of the NRF.
- 2) If the conclusion of the investigation is that the telephone number is not a valid number for a current subscriber and could not have been sent over the 911 network, then the TELCO 911 Database Coordinator can complete the REQUEST FOR REPORT ADJUSTMENT form. The specifics of the NRF listed on the report, along with a summary of the investigation results, should be included for each NRF that the TELCO believes should be removed from their results. The appropriate staff will review the REQUEST FOR REPORT ADJUSTMENT, consulting with the identified PSAP, and respond to the TELCO requestor.

REQUEST FOR ADJUSTMENT DUE TO 911 CALLS RECEIVED FROM A LOCATION THAT WAS REFERRED TO THE PSAP JURISDICTION FOR ADDRESSING WHILE THE ADDRESSING REQUEST IS UNRESOLVED:

In situations where the TELCO can substantiate that a 911 call was received from a location that was referred to the PSAP jurisdiction for addressing and the address request is unresolved, MESB and DPS ECN staff will allow consideration of an adjustment to the TELCO's monthly no record found results.

Procedures for requesting an adjustment due to 911 calls received from a location that was referred to the PSAP jurisdiction for addressing while the addressing request is unresolved:

- 1) If the TELCO 911 Database Coordinator's investigation of a NRF leads to the conclusion that an address request was submitted for the location and was not yet resolved, the TELCO 911 Database Coordinator can complete the REQUEST FOR REPORT ADJUSTMENT form identifying the date the addressing request was submitted to the PSAP jurisdiction along with a copy of the request.

REQUEST FOR ADJUSTMENT DUE TO A POOLED OR PORTED OUT NUMBER AT TIME OF 911 CALL:

In situations where the TELCO can substantiate that a phone number had been pooled or ported out to another TELCO at the time of the 911 call, MESB and DPS ECN staff will allow consideration of an adjustment to the TELCO's monthly no record found results.

Procedures for requesting an adjustment due to a Pooled or Ported Out Number at Time of 911 Call:

- 1) If the TELCO 911 Database Coordinator's investigation of a NRF leads to the conclusion that the telephone number was pooled or ported out to another service provider at the time of the 911 call, the TELCO 911 Database Coordinator can complete the REQUEST FOR REPORT ADJUSTMENT form.
- 2) The specifics of the NRF listed on the report, along with the investigation results including the Pooled or Ported Out Date, and the Service Provider the number pooled or ported out to, should be included for each NRF that the TELCO believes should be removed from their results.

REQUEST FOR ADJUSTMENT DUE TO SERVICE PROVIDER HAVING LESS THAN 400 TOTAL 911 CALLS PER 911 SERVICE PROVIDER DURING THE MEASURED CALENDAR YEAR:

In situations where the TELCO can substantiate that less than 400 total 911 calls were made per 911 service provider during the measured calendar year, MESB and DPS ECN staff will allow consideration of an adjustment for one unadjusted NRF 911 call.

Procedures for requesting an adjustment due to Service Provider having less than 400 total 911 calls per 911 Service Provider during the Measured Calendar Year:

- 1) If the TELCO 911 Database Coordinator's investigation of a NRF leads to the conclusion that less than 400 total 911 calls per 911 Service Provider were made in one measured calendar year, the TELCO 911 Database Coordinator can complete the REQUEST FOR REPORT ADJUSTMENT form identifying the total number of 911 calls made per measured calendar year in Counties where CenturyLink is the 911 Service Provider.

NO MN STATUTE – BUT REASONABLE TO EXCLUDE, REQUEST FOR ADJUSTMENT DUE TO 911 TEST CALLS CONFIRMING A CUSTOMERS SYSTEM IS PROGRAMMED CORRECTLY:

In situations where customers or vendors are working on the setup of their system or correcting a known problem, a PBX for example, test calls may be required to confirm that the correct telephone number and location is being sent out over the network. MESB and DPS ECN staff will allow consideration of an adjustment to the TELCO's monthly no record found results.

Procedures for requesting an adjustment due to 911 test calls confirming a customer's system is programmed correctly:

- 1) If the TELCO 911 Database Coordinator's investigation of a NRF leads to the conclusion that the 911 call was due to testing the programming of a customer's system, the TELCO 911 Database Coordinator can complete the REQUEST FOR REPORT ADJUSTMENT form, including the detailed NRF report information for the NRFs that the TELCO believes should be removed from their results.

NO MN STATUTE – BUT REASONABLE TO EXCLUDE. REQUEST FOR ADJUSTMENT DUE TO CALL BEING TRANSFERRED FROM PSAP OUTSIDE OF THE STATE OF MINNESOTA USING A DIFFERENT SERVICE PROVIDER NETWORK:

Procedures for requesting an adjustment due to a call being transferred from PSAP outside of the State of Minnesota using a different service provider network:

- 1) If the TELCO 911 Database Coordinator's investigation of a NRF leads to the conclusion that the 911 call was due to the call being transferred from a PSAP outside of the State of Minnesota using a different service provider network, the TELCO 911 Database Coordinator can complete the REQUEST FOR REPORT ADJUSTMENT form, including the detailed NRF report information for the NRFs that the TELCO believes should be removed from their results.