Enhanced 911

User Guide

Review these helpful instructions to understand, set up and update your Midco® Enhanced 911 service.

Contents

Make the Right Impression

Thanks for choosing Midco for your Enhanced 911 (E911) service! Your experience with this service matters to us. We hope you find this quick start guide is a helpful tool to get you going in your user portal.

We have even more tips and tools at **Midco.com/Business/Support**, where you can learn more about different features, read common questions and answers, and get tips about your services. We also have quick start guides available online for all of our voice services, including your desktop phone equipment and call features.

Please note that some features must be enabled on your account so you can use them. Contact our business support team for questions and assistance at 1.800.888.1300.

Overview

Enhanced 911 (E911) is a supporting function of Midco's SIP and Hosted VoIP services that provides emergency responders with a detailed location of a 911 caller, in addition to the main address of the business.

The E911 portal is an emergency routing service (ERS) management system where customers can upload emergency response locations (ERLs) – and update records as needed. Regular ERL updates will ensure that responders will always find callers, keeping your employees safe in case of an emergency.

User Portal Login

To access your E911 settings:

1. Open your browser and enter **E911Portal.Midco.com** in the browser's web address field.
2. A sign in popup screen will appear. Enter in your username or email address and your password.
    - If you do not remember your password, click the **Forgot your password?** link. You will be prompted for your email address. Enter your email address and click the **Send Email**. You will receive an email with a link to reset your password. Once you reset your password, retry logging in.
3. Click **Sign In**.

Trouble signing in?

If a username or password is not recognized by the system due to user or system error, an authentication failed message will display. If this occurs, check that cookies are enabled in your browser and try logging in again. If you continue having trouble logging on to the ERS Portal, please contact Midco Business customer care:

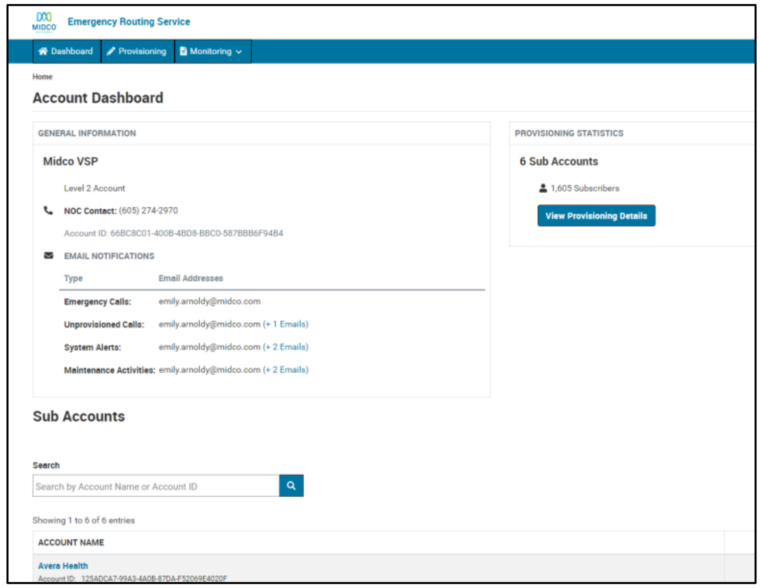
- Phone: 1.800.888.1300
- Email: Business.Support@midco.com
- Online: Midco.com/Business/Contact

Navigating the Portal

The E911 portal is permissions-based. Your Account Dashboard screen may look different depending on a variety of factors including the permissions granted by your system administrator, the account level and account type.

Menu

The main menu appears on every page, so you can conveniently access the most important ERS tasks.



- Dashboard: Access the Account Dashboard home screen for at-a-glance notification of provisioning, 911 call statistics and deployment account information.
- Provisioning: Provision Emergency Routing Locations (ERLs), subscriber information and subnets for your account.
- Monitoring: Monitor call detail records, provisioning logs, and user sign in history.
- Administration: Manage ERS Portal authorized users and Location Manager options.

Note: Although the Main menu displays on every screen, the available drop-down selections may be different depending on the screen you are viewing and your user permissions.

Work Panel

Through the work panel, you can view, add, edit or delete ERS information. For instance, if you are monitoring call detail records, then the Call Detail screen is displayed. Similarly, if you are adding a new ERS user, then the work panel changes to display the User List screen with the fields and selections necessary for adding a new user.

Note: You will only be able to view, add, edit or delete information for which you have been granted authorization to access. Therefore, if you need access to perform a task that you do not have access to, please contact Midco.

Account Dashboard

Account At-A-Glance Information

The account dashboard home screen has three at-a-glance sections:

- General Information: Displays your account details including your account name, account ID, account level, as well as contact and notification information for your account. Click the **pencil** icon to edit the general information for your account.
- Provisioning Statistics: Shows the total provisioned data in your accounts. Depending on your account level and type, the statistics may include locations, subscribers and subnets. Click the **View Provisioning Details** button to view and manage your account's provisioning data.
- 911 Calls Statistics: Displays the total number of 911 calls made from this account for the current and previous month.

Unprovisioned Emergency Calls

If someone in your organization dials 911, but they have not yet been provisioned in the ERS, these calls are considered "unprovisioned" and are routed to the ECRC. The caller provides their location to the ECRC operator.

Important: For proper PSAP routing, it is very important that each individual in your organization is provisioned in the ERS.

Provisioning Overview

The Provisioning screen displays all the ERLs present in your account in a tabular format, with the most recently added ERL on top. If you have applied filters, only the ERLs matching the filter criteria are displayed.

To access the Provisioning screen:

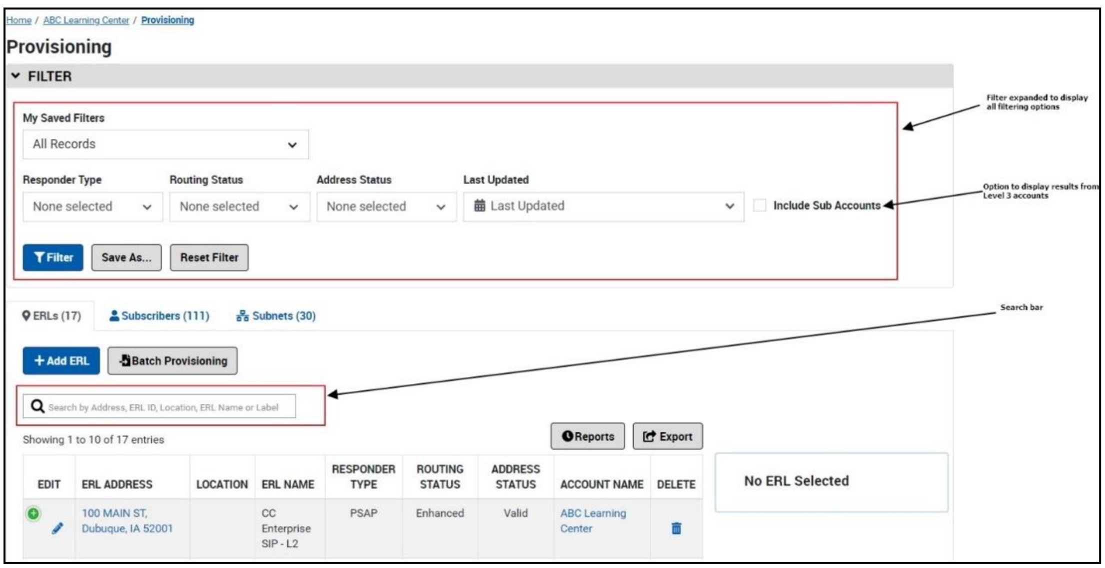
Click **Provisioning** from the main menu. By default, you will begin in the ERLs subtab.

To change the number of records displayed per page:

The portal defaults to display ten records per page.

1. Click the **Records per Page** drop-down arrow.
2. Select the **number** of records you would like to display. If a large number of records are returned, you can also use the **page buttons** to cycle through the records.
    - You can also check the **Include Sub Accounts** checkbox to display your Sub ERLs in this table. The number of ERLs displayed in the table will change to reflect this inclusion.

The Provisioning screen also provides the ability to shorten the list of records through the search and filter options. You can search on the ERLs, Subscribers and Subnets subtab by entering text in the Search bar.



Subscriber Subtab

The subscriber subtab displays all the subscribers associated to the ERLs in the current account in a tabular format, as shown below. If you have Include Sub Accounts checked in the ERLs subtab or applied filters to narrow down the ERLs list, the subscribers list is also updated to reflect this change.

Step-by-Step Provisioning Instructions

Before you can perform provisioning for a specific scenario, you must:

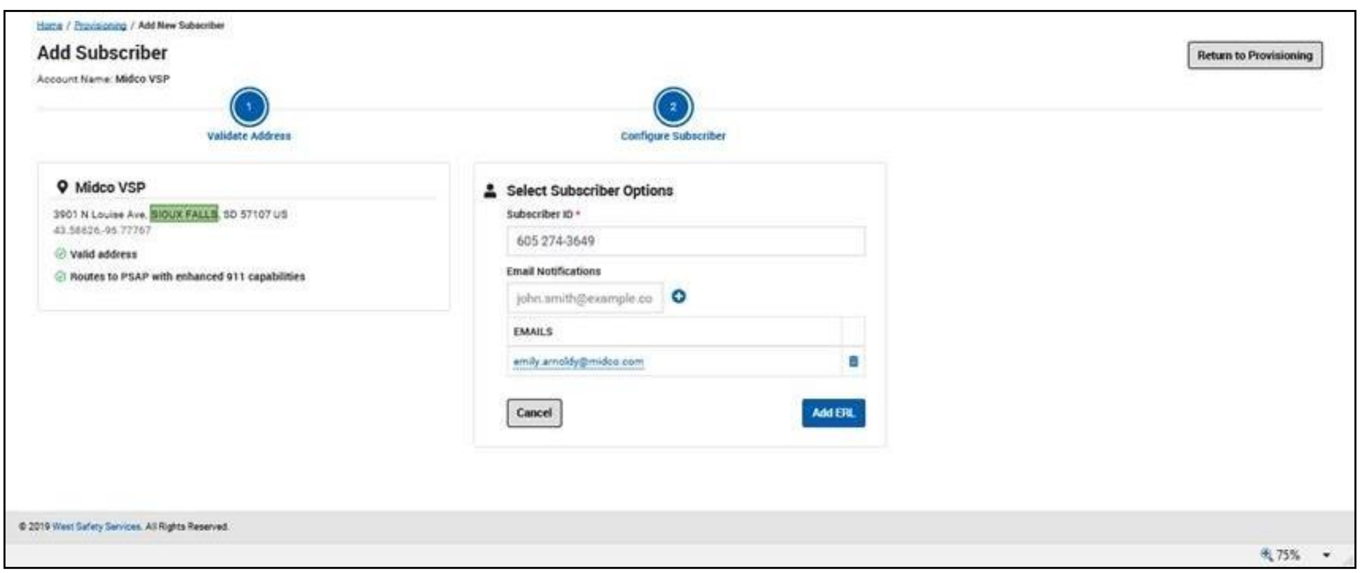
- Ensure your user role permissions allow you to provision data. If you feel you are missing permissions, contact Midco.
- Gather the list of all addresses you want to provision as ERLs.
- Gather the caller information. (For example: Subscriber IDs that you want to provision.)

Adding an ERL and New Subscriber

Adding an ERL is required for all provisioning scenarios except when adding a call time subscriber.

To add an ERL:

1. Click the **Add ERL** button and the Add ERL screen will open.
2. Enter the **address information** for your ERL under Step 1 - Validate Address.
3. Click the **Validate Address** button.
    - Note: When you click on Validate Address, ERS processes this address to ensure its accuracy. If any one of the fields you entered for your address is invalid, ERS fails the validation process and you cannot proceed to the next step.
4. Enter a **valid email address** under Email Notifications and click the **+**. This recipient will be notified when an emergency call is made from this ERL.
    - Note: A notification is sent to the email recipient configured only when an emergency call is made from a subscriber associated to this ERL. When a test call originates from this ERL, the email recipient is NOT notified.
5. Click on the **Add ERL** button. The ERL is created as shown below.



Searching and Filtering ERL and Association Records

The ERLs are arranged in a tabular format, starting with the most-recently added ERL on top. From the ERLs subtab. You can apply filters and perform searches to shorten the list of records displayed. The entire list of your account's ERLs is displayed under the ERLs subtab in the Provisioning screen. By default, filters are not chosen and Include Sub Accounts box is unchecked.

To expand filter options:

1. To refine your ERL records, click the blue **Filter** button.
2. The filtering options available are displayed.

To apply a filter:

The filter options you choose are retained until you log out of the portal.

1. Select the **filter** you want to apply from the dropdown menu.
2. Click on the **Filter** button.
    - For example, if you wish to retrieve ERLs with a routing status of Enhanced, choose **Enhanced** from the Routing Status filter, and click on the **Filter** button. The ERLs list is updated to display only ERLs with a routing status of "Enhanced."

All of the above are optional and can be used independently of each other. The filtering options are available in all the Provisioning screen subtabs.

Editing and Deleting ERLs

From the ERLs subtab, you can edit ERL information in order to:

- Resolve any address discrepancies
- Make changes to the emergency destination routing options and notifications
- Add or delete

To edit an ERL:

1. Select the **ERL subtab**.
2. Find the ERL you want to edit, and click on the **pencil** icon from the associated ERL row. The Edit ERL screen will display.
3. From the Edit ERL screen, you can:
    - Edit ERL's address information:
        1. Click on the **pencil** icon in the address box.
        2. Edit **address fields** as required and click the **Validate Address** button.
            - Note: When you edit an ERL and click on the Validate Address button, ERS performs the same address validation checks that it initially does when an ERL is first added. In addition, any relevant error messages are displayed for correction until the record passes all data and validation requirements. Changes made to the ERL are not are saved until they are validated by the ERS.
        3. Click the **Save Changes** button.
    - Edit ERL's routing options:
        1. Click on the **pencil** icon in the routing options box.
        2. Edit Routing Options as required.
        3. Click the **Save Changes** button.

To delete an ERL:

1. Click on the **delete** icon from the ERLs subtab and the Delete ERL screen will appear.
2. Click **Confirm** to delete the ERL.
    - Note: When you delete an ERL, any subscribers and subnets associated to it are also automatically deleted.

For deleting subscribers and subnets, the same procedure as above must be followed but from their respective subtabs.

Batch Provisioning

Batch Provisioning enables you to manage multiple ERLs and associations using a single batch file. ERS validates the batch file and performs system checks to ensure the validity of information in the file. ERS records are then updated based on this information. Examples of batch operations include adding ERLs, deleting ERLs and moving subscribers from one ERL to another.

Step 1: Downloading a Sample Batch file

A sample batch file is downloaded from the Provisioning screen. If your account already contains data, the information displayed is also downloaded into the batch file. This batch file is in CSV format.

To download a sample batch file:

1. From ERS Provisioning screen, click the **Export** button. The Export Results screen displays.
    - Note: You can only download a sample batch file from Deployment. The batch file structure is the same regardless of where you download it from.
2. Enter a **file name**.
3. Choose the selection of **record items** to export (ERL, Subscribers, Subnets). By default, all record items are selected. At least one record item is required.
4. (Optional) Select any additional **record fields** to export. By default, the fields required for batch provisioning are automatically selected.
    - Warning: Do not uncheck fields marked with an asterisk. Unchecking required fields can result in an error when you upload this file into the ERS.
5. Click the **Export** button. The file is ready for download in the file manager.
6. Click on the **file** to download it.

Batch File Structure

As a part of your initial provisioning, Midco uploaded your original batch data. The first row of the batch file always contains the Account Name, Account ID and the date and time that it was generated.

The second row of the batch file contains the following column titles:

- Operation (OP)
- Result (RES)
- Message (MSG)
- Item
- Account ID
- Account Name
- Sub Account ID (Sub Account ID)
- Sub Account Name (Sub Account Name)
- Subscriber ID
- ERL ID
- Civic address information
- Batch File Structure Considerations
- Account ID, Account Name are always populated with the deployment account ID and name.
- OP, RES, and MSG columns are empty when you download the sample batch file.
- Item column helps discern if the row belongs to an ERL, Subscriber, Subnet or Account.

For batch operations, all other information is provided by the user. This includes the OP (operation) as well as the provisioning data.

Step 2. Populating the Batch File

To populate the batch file:

1. Open the CSV batch file.
2. Enter the **operator values** in the OP column and provide all necessary information. The operator and the information you provide varies based on the batch action you want to perform. Use the Batch Operator Values provided below to perform an action. For instance, “A” operator is used for adding whereas “D” operator is used for deleting.
3. Provide all necessary information based on the batch operation you want to perform. All the batch operations supported by ERS, along with examples are provided below in Batch Operations and Examples.

Batch Operator Values

These operations are entered in the OP column of the CSV file, based on the action you want to perform.

Operator	Description
A	Add or Modify
D	Delete

Batch Operations and Examples

All batch operations supported by the ERS are provided here with examples.

Do not modify the first two rows of the batch file. These are mandatory rows that the ERS auto-generates and are required for proper provisioning.

To add an ERL:

1. In the OP column, enter **A**.
2. In the ERL ID column, enter a **value** for the ERL ID according to Appendix A: Field Descriptions. If this field is left empty, the ERS will auto-generate an ERL ID.
3. In the Account ID column, enter the deployment account’s **ID**.
4. To provision this ERL under a sub account, enter the account’s **name** under the Sub Account Name column.
5. Enter the **civic address information**.

All other fields that appear in the batch file are optional.

To add an ERL and associate a subscriber to it:

1. In the OP column, enter **A**.
2. In the Subscriber ID column, enter a valid **Subscriber ID**.
3. In the Account ID column, enter the **Account ID** of the deployment account.
4. If the ERL is to be provisioned under a Sub Account, then enter a **name** in the Sub Account Name column.
5. Enter the **civic address information**.

To add a subscriber to an existing ERL:

1. In the OP column, enter **A**.
2. In the Subscriber ID column, enter a valid **Subscriber ID**.
3. In the ERL ID column, enter the **ERL ID** of the ERL to which you want to add this subscriber.

To add a subscriber with address:

1. In the OP column, enter **A**.
2. In the Subscriber ID column, enter a valid **Subscriber ID**.
3. In the Account ID column, enter the **ID** of the deployment account.

4. If the subscriber is to be added to a Sub Account, then enter the **name** in the Sub Account Name column.
5. Enter the **civic address data**.

To modify the subscriber ID:

In order to modify a subscriber ID, users have to delete the existing record and create a new one.

1. In the OP column, enter **A**.
2. In the Account ID column, enter the **ID** of the deployment account.
3. In the Subscriber ID column, enter a valid **Subscriber ID**.
4. In the ERL ID column, enter a valid **ERL ID**.
5. If the address you want to modify belongs to a subscriber that is contained in a Sub Account, enter the **name** of the Sub Account in the Sub Account Name column.
6. Modify the address information, as desired.

Deleting ERLs

- The D operation deletes the ERL, provided that no subscribers are attached to it.

Step 3. Uploading the Batch File

After making the desired changes and additions to the batch CSV file:

1. Save the changes you made.
    - Please ensure that you have saved the batch file in CSV format. Microsoft Excel asks to save the file twice.
2. Go to the ERS Provisioning screen and click the **Batch Provisioning** button. The Batch Provisioning screen displays.
3. Click on **Provision File** button and select the desired **batch file** it to upload it. ERS displays a message asking for confirmation to complete the action.
4. Click the **Confirm** button. ERS performs address validation and system checks to ensure that the information in the batch file is valid. The results are displayed in real-time under the Status column.
    - When the Remaining column displays 0, this means that ERS has finished processing the file.
5. Click the **Return to Provisioning** button. This returns you to the Provisioning screen. You can view your newly added provisioning data here.

Batch Provisioning Results

When you upload a batch file and click on the Provision File button, ERS processes the CSV file row-by-row. Information in the rows that are valid are added to ERS records. Records in rows that failed address validation or system checks are rejected. The batch operations-successes and errors are recorded by the ERS. These can be viewed in the Batch Provisioning History section of the Batch Provisioning screen.

Batch Log Files

ERS generates a log file in CSV format to record the results of the batch operations and to provide feedback on the result of the operation. The original batch file that was uploaded is returned with the RES (result) and MSG (message) column populated with the appropriate message. For instance, the RES column in the log file displays OK and the MSG column displays Location successfully added to advise the user that the ERL row was valid and added to ERS records.

The log file is generated even when no errors are detected in the batch file. If your file did contain errors, you can correct those errors and re-upload into the ERS.

Error Log File

ERS also generates an Error File if any of the rows failed validation. This file contains only the rows that generated an error. The RES (result) and MSG (message) columns display the result of the validation and the reason for the error.

Applying and Saving Filters

ERS contains and displays a large amount of data. To enable users to easily view, edit, and audit data, ERS contains various filters that are instrumental in narrowing down the search results. This way, you can retrieve only the data you need and make the required changes.

The ERS portal contains two screens containing data that lend themselves to filtering, exporting and automatic periodic file generation: (1) Provisioning and (2) Call Details Records. The procedure is the same for records available on both screens.

To apply a filter:

1. Click on **Monitoring**, then **Call Detail Records**. By default, the available filter menu choices and the call detail records for the current account are displayed.
    - Note: When you access the Call Details Records screen from a Level 1 account, CDRs belonging to all your Deployment and Sub Accounts are displayed. To search by a specific account, you can enter the account's name in the Search bar and press **Enter**.
2. Under Filter, apply the **desired filters** to narrow down the CDRs by Call Type, Call Destination, Call Status and Last Updated date.
    - Note: The filter criteria and choices vary based on the ERS screen. For instance, the Call Details Records screen contains Call Type, Call Destination, Call Status and Last Updated filters. Whereas, the Provisioning screen contains Responder Type, Routing Status, Address Status and Last Updated filters.
    - By default, ERS contains a default filter called All Records. Applying this filter displays all records belonging to the current account, based on the screen.
3. Click the **Filter** button. ERS retrieves all CDR results that match the filter criteria you selected, and the screen updates to reflect the matching results. For example, CDRs were filtered to only display Security Desk calls by choosing Security Desk under the Call Type filter.

Saving Filters and Displaying Records

To save your filter criteria:

1. After choosing your filters, click on the **Save As** button.
2. In the Save As pop-up screen, enter a **name** for the filter and click on the **Save** button.
    - The filter is saved and available under My Saved Filters, in the Call Details Records screen.

Editing or Deleting a Saved Filter

To edit a saved filter:

1. Click the **My Saved Filters** dropdown icon, then select **Manage Filters**.
2. From the Manage Filters pop-up screen, click on the **filter name** to edit it.
3. The filter name becomes an editable field. Enter a **new name** and click the **checkmark**.
4. Click the **Save** button.

To delete a filter:

1. Click the **My Saved Filters** dropdown icon, and select **Manage Filters**.
2. From the Manage Filters pop-up screen, click on the **filter name** to edit it.
3. The filter name becomes an editable field. Click on the associated **delete** icon.
4. Click the **Save** button.

Exporting Results

After applying the required filters, you can download the results you see on your screen into a CSV file.

To export results:

1. Click on **Export** button.
2. The Export screen appears. Enter an **appropriate file name** and click **OK**.
3. The export file is generated and stored in the File Manager, on top right of the screen. Click on the **File Manager** icon. This displays all the files that are generated and available for download.
4. Click on the desired **file** to download it.

Scheduling Reports

After you save filters, you can export these results immediately or setup a schedule to periodically generate these saved filters as reports. You can also setup the ERS to send email notifications once these reports are generated. By default, report scheduling may be disabled on an account and you can contact Midco to enable this setting.

To configure a scheduled report:

1. On the CDR List screen, click on **Report** button.
2. The Reports screen displays. Previously configured scheduled reports also appear. To set up a new scheduled report, click **+ Create a New Report** button.
3. The New Report screen displays. Enter in a **name** for the scheduled report. This is a mandatory field.
4. Click on the **dropdown menu** and choose a **filter** you had saved in the CDR List screen. If you do not apply a saved filter of your choice, ERS defaults to generate All Records.
5. Click **Apply**.
6. Configure the frequency for report generation:
    a. Setup a time: Click on the **Start** dropdown menu and choose the **time**. This is a mandatory field and ERS defaults the time to 1 pm Eastern Standard Time (EST).
    b. Choose how often you want the report to be generated.
        - For example, choosing Weekly, Every 6 weeks and Sunday at 1 pm EST means that a report will be generated every six weeks on Sunday at 1 pm EST.
7. Enter a **valid email address**. An email is sent when the report is generated.
    - Note: Users cannot download the report directly from the email. Users must either login and download it from the portal or use a SOAP request to download the pre-generated report. The Report ID is required for SOAP requests.
8. Click the **Save** button to finish configuring a scheduled report.
    - Reports are ready for download in the File Manager as soon as they are generated. Previously-generated reports are overwritten in the File Manager as soon as a new one with the same Report Name is generated. When a report is scheduled to be generated daily, download and save it to ensure that information is not lost.

Viewing Saved Reports

After a scheduled report is successfully saved, ERS redirects you to the Reports screen. All the saved reports are listed here. To retrieve a specific report, enter its name in the Search bar or browse through the saved list. You can edit the report details and view the ID of the report in this screen.

To edit a report:

1. From the Reports screen, click on the **Edit** icon.
2. Edit the **fields** as required:
    - Report Name
    - Filter that forms the basis of your report
    - Frequency
    - Email address
3. Click the **Save** button to finish editing the report details.

To delete a report:

Click on the **Delete** icon in the Reports screen.

Call Detail Records Overview

When a call is processed by the ERS, a Call Detail Record (CDR) is created. The Call Details Records screen lists all the calls originating from your account including provisioned and unprovisioned calls. All information related to the calls such as your Account Name, Account ID, ERL ID and Subscriber ID are displayed in this screen.

By default, accessing the Call Details Records screen displays all calls made from a specific account as well as all calls underneath it. For example, Call Details Records screen accessed from the Level 1 account includes records from the Level 1 account as well as the Deployment and Sub Accounts contained underneath it.

You can also apply specific filters to narrow down the list of calls displayed. You can save these filters and download the resulting records as a report. Scheduled reporting can also be setup to generate these reports at pre-determined intervals. See Scheduling Reports on page 18 for more information.

Each call detail record also contains a link to its CDR Details screen. This screen contains additional information related to your call. For example, the reason a call was routed to the ECRC as opposed to the PSAP.

To view a call's record and detailed information related to its routing:

1. From the ERS portal main menu, click on **Monitoring**.
2. Click **Call Detail Records**. The Call Details Records screen displays. All the fields displayed in this screen are described in Appendix A: Field Descriptions on page 22.
    - From the Call Detail Records screen, you can retrieve a specific call by searching for it or applying filters.

To obtain more details related to a specific call:

From the Action column, click on **CDR Details** icon.

- The Details screen is displayed. The Details screen provides more details regarding the call flow and call routing information. Fields displayed in this screen vary depending on the type of call and the account configuration. Furthermore, the Details screen provides the Info Message field.

There are various reasons as to why a call is routed to the ECRC, including:

- An account is configured to direct calls with a specific address status to the ECRC.
- The call originated from an ERL that does not have PSAP coverage.
- An ERL's address status dictates that the call should be routed to the ECRC.

The Info Message field provides a brief reason for routing the call to ECRC.

Searching, Filtering and Exporting Records

To search for a specific call:

1. Perform a search by entering a **query** in the Search bar.
2. Click on the **Search** icon.
    - For instance, you can retrieve a list of all provisioned calls in your account by entering the term "provisioned" in the Search bar and clicking on the Search icon.

To filter for a specific call:

1. Under Filter, apply the **desired filters** to narrow down the CDRs by Call Type, Call Destination, Call Status and Last Updated date.
   - Note: The filter criteria and choices vary based on the ERS screen. For instance, the Call Details Records screen contains Call Type, Call Destination, Call Status and Last Updated filters.
2. Click the **Filter** button. ERS retrieves all CDR results that match the filter criteria you selected, and the screen updates to reflect the matching results. For instance, you can retrieve the list of all three-way calls by choosing Three Way from the Call Type filter and clicking on the **Filter** button.
   - After applying filters, you can apply them to display relevant results or save these filters to generate a report. For setting up a schedule for generation of these reports, see Scheduling Reports on page 18.
   - After shortening the list of records, you can export these records into a CSV file by clicking on the **Export** button. The file is downloaded into the ERS file manager.

Online Resources

Helpful Tools and Tips

Your experience with Midco matters to us. We want to help you get the most out of your services. We offer many helpful tools and resources for you at **Midco.com/Business**.

Midco.com/Business/Support – Visit our online library of helpful tools and information for you, including the most commonly requested resources. Get help with your equipment, troubleshooting and more.

My Account and Bill Pay

Midco.com/Business/MyAccount

- View your current and past bills online. Set up auto pay or make a one-time payment. Don't forget to go green by enrolling in e-statements!
- Sign up to receive emails and texts about service maintenance and your account.

Policies

Midco provides Hosted VoIP service to our customers subject to policies established for the protection of our users, our company and our communities. Visit **Midco.com/Legal**, which include these and others:

- Acceptable Use Policy
- Phone Service Terms and Conditions
- Cable, Internet and Phone Subscriber Privacy Notice
- Online Privacy Policy

24/7 Support

Have a question? Let us know! Reach out to us around-the-clock at 1.800.888.1300. We also offer customer service by email, live online chat and social media, and at our local Customer Experience Centers during regular business hours. Just visit **Midco.com/Business/Contact**.

Appendix A: Field Descriptions & Glossary

Field Name	Description
Account ID	The account ID is auto-generated at the time of account creation. The account ID varies by each account and is not inherited by Deployment or Sub Account from the Level 1 account.
Account Name	The name of the account. Name must have a minimum of one and maximum 100 characters. All special characters are accepted.
Address Validation	When an emergency address is added to an ERS account, the system validates the accuracy of the civic address data that was entered against an master street address guide (MSAG) list of all known valid address locations within a specific 911 service area. If the address information that was entered matches an MSAG record, then the address of the record is "valid." If the system cannot find a MSAG address, or if there is a problem with a specific part of the validation, such as geo-coding of the location, then the record will either be automatically corrected, or in some cases, may be sent to the system data integrity unit where data analysts will work to manually rectify the address issue. The DIU may sometimes contact the enterprise system administrator to help correct the record. Please note, however, that even if an address cannot be ERS-system validated, emergency calls are still routed to the appropriate PSAP based on the record submitted. If an address is being validated by the DIU, the record's address validation status is shown as "Pending."
Company Name	The name of your organization that was provided when your account was created.
ECRC	The Emergency Call Relay Center (ECRC) is the Safety Services call center. The ECRC is staffed by APCO-certified dispatchers. The dispatchers confirm the caller's location and transfer the call to the appropriate first responders. It is staffed 24 hours a day, seven days a week, 365 days a year for emergency and non-emergency customer call handling.
Emergency Calls	The email and SMS address(es) configured to receive emergency calls notifications.
ERS	Emergency Routing Service (ERS)
ERL	Emergency response location (ERL) is a virtual representation of a physical address that includes civic address information, GPS coordinates and additional location data that are used to determine the call flow and destination of a 911 call.
MSAG	Master street address guide (MSAG) is a listing of all streets in a 911 service area and the house number ranges. The primary functions of the MSAG database are to validate subscriber addresses and assign a record (for selective routing) to each customer telephone number record.

NOC Contact	Network Operations Center (NOC) number that can be called by the ECRC under exigent circumstances. For example, if a call is unprovisioned, and the caller cannot confirm their address, the ECRC will call this number to try to confirm the emergency address.
PSAP	A public safety answering point (PSAP) is a facility equipped and staffed to receive 911 calls. A primary PSAP receives the calls directly. If the call is relayed or transferred, the next receiving PSAP is designated a secondary, or backup, PSAP.
PSAP Direct Call	PSAP direct is an emergency call delivery method in ERS. When a caller dials 911, the call is routed directly to a PSAP operator. The PSAP direct call delivery method is one of three call delivery methods used in the ERS service. The other call delivery methods are three-way and security desk.
Security Desk	An organization's internal security personnel. When selected as a delivery method, a two-way communication is established between the caller and the internal security desk personnel.
Security Desk Call	Security desk is an emergency call delivery method in ERS. Specifically, security desk is a form of DID that delivers emergency calls to an organization's internal security desk personnel, rather than to a local PSAP. A short code – such as 5-1-1 – is assigned as the security desk emergency dialing code to reach the internal security desk for an enterprise or organization.
Subscriber	In ERS, a subscriber is a phone number or an extension. In the real world, for enterprise customers, a subscriber phone number most typically relates to a specific employee and the location of that employee's associated office phone number. However, it is important to note that in ERS, a single ERL can have single or multiple subscribers associated with the location. For instance, an employee's desk phone may be located in a specific work cube identified by a cube number. This would be a single-ERL-to-single-subscriber example. However, an open concept office where multiple employees work using multiple phones or extensions, is a single-ERL-to-multiple-subscriber example. That is, multiple employees and their associated phones being used in a single identifiable location.
System Alerts	The email address (es) configured to receive system notifications
Test Calls	Any call made by dialing the Test call Direct Inward Dialing (DID) will be routed to an Interactive Voice Recording (IVR) that informs you of the status of your account, the status of your address, and the location coverage.
Three-way	A call delivery method that when chosen routes the call to the Security Desk as well as the PSAP. A three-way communication is established between the caller, PSAP operator, and the Security Desk personnel.
Unprovisioned Calls	The email address (es) configured to receive unprovisioned call notifications

