



**WIRELESS SERVICE PROVIDER (WSP)  
T9-1-1 INTERCONNECTION WITH MTS  
E9-1-1 SERVICE  
*Implementation Support Document***

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## 1.0 Introduction

The purpose of this document is to assist the Wireless Service Provider (WSP) with the management of their T9-1-1 records with the MTS Inc. (MTS) E9-1-1 ALI database Service.

E9-1-1 service provides for the transport of 9-1-1 dialed calls from cellular phones located in a municipality subscribing to E9-1-1 service to the appropriate Primary Public Safety Answer Point (PPSAP) and from the PPSAP to a Secondary Public Safety Answer Point (SPSAP) or to an Emergency Response Agency (Fire, Police or Ambulance). The administrative districts (municipalities) and their various emergency response agencies are responsible for answering and responding to the emergency calls. Wireless E9-1-1 Service is only available in areas that have previously subscribed to and implemented the landline E9-1-1 service

**Note:** Enhanced 9-1-1 service is not mandatory in Manitoba. Landline E9-1-1 service has been implemented in geographical areas called administrative districts. Each Administrative district is responsible for the creation and maintenance of their Master Street Address Guide (MSAG). An administrative district may be a rural municipality, city, town, village, community, provincial or federal park, or a First Nations Community. For the purposes of this document the terms administrative district and municipality may be interchanged.

This document is subject to change without notice.

## **2.0 MTS Province-Wide E9-1-1 Service Description**

### **2.0.1 Wireless Phase 1**

Phase 1 Wireless service requires delivery to the public safety answering point (PSAP) of the 9-1-1 voice call, the Call Back Number (CBN) associated with the handset, and identification of the cell site and/or sector from which the call originated.

### **2.0.2 Wireless Phase 2**

In addition to Phase 1 Wireless service data delivered to the PSAP, a location measurement of the handset will also be determined based on a latitude and longitude calculation (LAT/LONG data) including an indicator for uncertainty (in meters) and confidence factor as a percentage.

### **2.0.3 T9-1-1**

T9-1-1 service will be provided to hearing- or speech-impaired persons who have pre-registered for the service with their wireless carrier. Once registered, they would be able to call 9-1-1 in the traditional way by dialing the digits “911” on their cellphones. At this point, the 9-1-1 call would be flagged as coming from a pre-registered person with a hearing or speech impairment. Upon receiving a flagged 9-1-1 call, the 9-1-1 call-taker would respond by sending an SMS text message to the caller, and the caller and 9-1-1 call-taker would continue to communicate back and forth via text messages until the 9-1-1 call-taker terminates the session.

All WPSs must submit their T9-1-1 subscriber records to MTS in order to extend T9-1-1 coverage to their subscribers while they roam into Manitoba.

## **3.0 WSP RECORD UPDATE OF E9-1-1 ALI DATABASE MANAGEMENT SYSTEM**

### **3.0.1 Access Arrangement**

To communicate with the E9-1-1 ALI Database Management System, Internet access to a secure 9-1-1 Web site is required. An e-mail address must be provided to allow for notification when transaction files have been processed. The MTS 9-1-1 System Administrator will provide the WSP with a user login name and password to access the 9-1-1 website.

### **3.1.1 T9-1-1 Record Update Process**

T9-1-1 record files from the WSP to the E9-1-1 ALI Database Management System will be transferred to a secure 9-1-1 web site for processing. Error Return files from the E9-1-1 ALI Database Management System to the WSP will reside on the secure 9-1-1 web site for review and downloading if required.



## **4.0 WSP T9-1-1 Record Information to E9-1-1 ALI DBMS**

It is essential that all WSP updates (insertions, deletions and changes) be transmitted to the E9-1-1 ALI Database Management System on a regular basis, in order to avoid potential problems.

The WSP is responsible to build and maintain their T9-1-1 Record Information database and its integrity. The WSP must subsequently send update files to the MTS ALI database containing new transactions as required.

The E9-1-1 ALI Database Management System will create an error file identifying problems in the individual T9-1-1 records. It is the WSP responsibility to make corrections and retransmit the corrections to the E9-1-1 ALI Database Management System.

[Section 5](#) provides details of the file and record formats and the file transfer procedures.

Each WSP is responsible to maintain an up-to-date soft copy of their entire T9-1-1 record data file as well as the files transmitted to the E9-1-1 ALI Database Management System. MTS may request this information at any time in the event of a communication failure, a problem with the E9-1-1 ALI Database Management System or under other special circumstances.

### **4.1 OVERVIEW OF THE WSP FILE PROCESS**

The following depicts the MTS process flow for WSP T9-1-1 Records:

The WSP creates a file containing the T9-1-1 record information in the format defined in this document.

The WSP uploads this file to the MTS 9-1-1 web site where an automated system parses the file for proper file format and if the file format is correct, the automated system submits the file to the 9-1-1 database for processing. If the file format is incorrect, the file will be rejected and an email notification will be sent to the WSP.

Records with errors are placed in an error file in the WSP directory in the secure MTS 9-1-1 web site.

An email notification is sent to identify to the WSP when the error file is available for review. The WSP will then access the secure web site, review the error file, make the required changes and upload the corrections on the next sequential WSP file.

## 5.0 T9-1-1 File Requirements

This section defines the type of data required, the file formats and the file naming conventions to be used by the WSP when transmitting T9-1-1 record information to the E9-1-1 ALI Database Management System.

T9-1-1 information records must only contain standard ASCII characters in the range 32 through 90, inclusive. Records containing characters outside that range will cause the file to be rejected.

MTS will accept no more than ten file transfers from each interconnected WSP on each business day.

Maximum file size is limited to 1 megabyte in size. This equates to approximately 2000 transaction records.

Transaction files are typically processed within approximately 1 hour.

### 5.1 File Naming Convention

Customer record data files shall be named according to the following convention:

The filename shall be 11 characters with a 3 character file extension in the format **COMPAA000001.XXX** where:

<b>COMPAA</b>	The 5-digit WSP ID code of the WSP as defined by MTS;
<b>000001</b>	Cycle Counter sequence number Range from <b>000001</b> to <b>999999</b> . When <b>999999</b> are reached, the number rolls over to <b>000001</b> . Cycle Counter shall be right justified with leading zeroes.
<b>XXX</b>	File extension indicating the type of files content;
<b>DAT</b>	Data files from WSP to E9-1-1 ALI Database Management System Interface
<b>STA</b>	Status report files from the E9-1-1 ALI Database Management System Interface to the WSP. This report will show summary of the number of customer records which were processed correctly or rejected.
<b>ERR</b>	Error files from the E9-1-1 ALI Database Management System Interface to WSP Any customer records which have failed processing will be listed in this file. In the event that there are no records rejected, the content of the ERR file will be identical to the content of the STA file

Example:       **COMPAA000001.DAT**

The first file sent by WSP “**COMPAA**” to MTS for processing. The associated error file produced by the E9-1-1 ALI Database Management System is named **COMPAA000001.ERR** and the associated status report is named **COMPAA000001.STA**

## 5.2 Record Types

There are three record types used in the DAT file used in the E9-1-1 ALI Database Management System. The transaction data record is for the actual customer information and the other two types are header and trailer records used for administrative purposes

All WSP DAT files shall contain a header record, followed by one or more customer transaction data record(s), followed by a trailer record.

Acknowledgement will consists of two file types, an “ERR” error file and a “STA” status report file. If all DAT file records were accepted, the ERR file is returned as a duplicate of the STA status file. Otherwise, the DAT file records which are in error will be found in the ERR error file.

## 5.3 Header Record

Table 1 - Header Record

Field Name	Positions	Length (Bytes)	Type	Required	Value
Header Indicator	1 - 5	5	AN	Y	“UHL” (the quotes are part of the data)
Extract Date	6 - 11	6	N	N	Extract Date in MMDDYY format.
Company Name	12 - 61	50	AN	Y	Literal Company Name, Contact and Telephone Number.
Cycle Counter	62 - 67	6	N	Y	Begins with 000001 for the first file sent and increments by 1 each time.
Reserved	68 - 71	4	AN	N	Not used
Reserved	72 - 73	2	AN	N	Not used
Reserved	74 - 93	20	AN	N	Not used
Reserved	94 - 96	3	N	N	Not used
Reserved	97	1	N	N	Not used
8 Digit Extract Date	98 - 105	8	N	Y	8 Digit Extract Date in MMDDYYYY format.
Comments	106 - 135	30	AN	N	Not used
Reserved	136 - 511	376	AN	N	Not used
End of Record	512	1	AN	Y	* (ASCII 42)

Notes:

- The **Required** column contains Y for Yes (required) and N for No (not required—space fill).
- All fields are left justified with trailing spaces except for the **Cycle Counter**, which is right justified with leading zeros.

## 5.4 Transaction Data Record

Table 2 - Transaction Data Record

Field Name	Positions	Length (Bytes)	Type	Required	Value
Function Code	1	1	A	Y	The code indicating the transaction type of this record. Valid entries are: C = Change D = Delete I = Insert
NPA	2 - 4	3	N	Y	The three-digit default area code. (i.e.204)
Calling Number	5 - 11	7	N	Y	The seven-digit calling party number.
House Number	12 - 21	10	AN	Y	Must be: <b>999</b>
House Suffix Number	22 - 25	4	AN	N	(Not applicable)
Prefix Directional	26 - 27	2	A	N	(Not applicable)
Street Name	28 - 87	60	AN	Y	Must be: <b>TEXT</b>
Street Suffix	88 - 91	4	A	Y	Must be: <b>ST</b>
Post Directional	92 - 93	2	A	N	<blank>
Community Name	94 - 125	32	A	Y	Must be: <b>DHHSI</b>
Province/State	126 - 127	2	A	Y	Must be: <b>MB</b>
Location	128 - 187	60	AN	N	Not used
Customer Name	188 - 219	32	AN	Y	Subscriber Name (Must be text. Cannot be blank.)
Class of Service	220	1	AN	Y	Valid entries are: <b>Q</b> – TXE <b>R</b> – TXF
Type of Service	221	1	N	Y	Valid entries are: <b>6</b> – Cellular, Mobile and Radio Phone
Exchange ID	222 - 225	4	AN	N	Not used
ESN	226 - 230	5	AN	N	Not used
Main NPA	231 - 233	3	N	Y	The three-digit area code of the Main Number associated with the Calling Number. (E.g. 204)
Main Number	234 - 240	7	N	Y	The seven-digit calling party number.
Order Number	241 - 250	10	AN	N	The service order number for the activity establishing this record.
Extract Date	251 - 256	6	N	Y	The date on which the record was created in MMDDYY format.
County ID	257 - 260	4	AN	N	Not used. See Extended County ID field

Field Name	Positions	Length (Bytes)	Type	Required	Value
Company ID	261 - 265	5	AN	Y	The 5-digit WSP ID code of the WSP as defined by MTS.
Source ID	266	1	AN	N	Not used
Postal Zone	267 - 275	9	AN	N	Not used
Reserved	276 - 286	11	AN	N	Not used
Reserved	287 - 289	3	AN	N	Not used
Comments	290 - 319	30	AN	N	Not used
X Coordinate	320 - 328	9	N	N	Not used
Y Coordinate	329 - 337	9	N	N	Not used
Z Coordinate	338 - 342	5	N	N	Not used
Cell ID	343 - 348	6	AN	N	Not used
Sector ID	349	1	AN	N	Not used
Reserved	350 - 355	6	AN		Not used
Alternate Number	356 - 365	10	N	N	Not used
8 Digit Extract Date	366 - 373	8	N	Y	8 Digit Extract Date in MMDDYYYY format.
Administrative District	374 - 401	28	AN	Y	Must be: <b>TEXT</b>
Reserved	402 - 511	110	AN	N	
End of Record	512	1	AN	Y	* (ASCII 42)

*Notes:*

- The **Required** column contains Y for Yes (required) and N for No (not required—space fill).
- Data information is mandatory for all required fields.
- All fields are left justified with trailing spaces.
- Left Justified with last characters being truncated.

#### 5.4.1 Transaction Types

The **Function Code** field defines the three possible transaction types.

##### **C = Change**

The Change transaction type is used to modify the data for a WSP T9-1-1 record that already exists in the E9-1-1 Data System.

##### **D = Delete**

The Delete transaction type is used to delete a WSP T9-1-1 record associated with a given cell site/sector. A Delete transaction will only be processed if the WSP ID and the T9-1-1 calling party number match the existing data. To cancel or undo a Delete which has previously accepted and processed by the E9-1-1 Data System, an Insert transaction record for the respective T9-1-1 number must be sent.

**I = Insert**

The Insert transaction type is used to create a new T9-1-1 record. To cancel or undo an Insert transaction which has been previously accepted and processed by the E9-1-1 Data System, a Delete Transaction record for the respective T9-1-1 record must be sent.

**5.4.2 Address Requirements**

In order for records to be added to the ALI database they must be validated against the MSAG. To accommodate the T9-1-1 records a pseudo address has been created within the MTS ALI database which all T9-1-1 records must validate against. The pseudo address has the following values:

House Number: **999**  
 Street Name: **TEXT**  
 Street Suffix: **ST**  
 Community Name: **DHHSI**  
 Province: **MB**  
 Administrative District: **TEXT**

**5.4.3 Customer Name Field**

The Customer name field in the transaction record must be a text field and cannot be blank. However, it is not required to be the actual subscriber name. For example, a value of "MYTELCO WSP TEXT RECORD" would suffice.

**5.4.4 Class of Service**

The MTS ALI database can only accept class of service values that are a single character in length. These single character input values are mapped within the ALI database to longer values. In the case of T9-1-1 records the valid values for class of service and their mapped values are:

<b>Transaction Input Record Value</b>	<b>Class of Service</b>	<b>Meaning</b>
<b>Q</b>	TXE	TEXT ENGLISH
<b>R</b>	TXF	TEXT FRANCAIS

## 5.5 Trailer Record

The NENA trailer record is the last record in the NENA Service Order file. All fields are left-justified, with trailing spaces, except for the record count. This field will be right-justified with leading zeros.

Table 3 - Trailer Record

Field Name	Positions	Length (Bytes)	Type	Required	Value
Trailer Indicator	1-5	5	AN	Y	"UTL" (the quotes are part of the data)
Extract Date	6-11	6	N	N	Extract date in MMDDYY format.
Company Name	12-61	50	AN	Y	Literal Company Name.
Record Count	62-70	9	N	Y	Total count of WSP Data Records (not including header and trailer) included in this file.
8 Digit Extract Date	71-78	8	N	Y	8 Digit Extract Date in MMDDYYYY format.
Reserved	79-511	433	AN	N	Not used
End of Record	512	1	AN	Y	* (ASCII 42)

**Note:**

- The **Required** column contains Y for Yes (required) and N for No (not required—space fill).

## 5.6 Sample Transaction File

Click the icon below to view a sample transaction file.



## 6.0 Error and Status Files

This section defines WSP file and transaction data errors for the WSP customer record information.

### 6.1 DAT File Structure Errors

Prior to processing the transaction records in a received data file, the E9-1-1 ALI Database Management System validates the following elements:

- Valid header, transaction and trailer formats
- File name to comply with the format given in section 5.1;
- The 512<sup>th</sup> character must be an asterisk character in every file line of the header, transaction and trailer files.
- WSP ID in the transaction data record(s) matching the LEC ID in the file name;
- Cycle Counter in header record matching the file name sequence number as expected by the E9-1-1 ALI Database Management System;
- Record Count in trailer record matching the record count of the transaction file as counted by the E9-1-1 ALI Database Management System.
- Transaction file does not exceed the one megabyte file size (2000 records)
- ASCII characters are within decimal code 32 to 90.
- Valid function code on all transaction records.

If one or more elements fail the validation process, the E9-1-1 ALI Database Management System will not process the file. An email notification will be sent to the email address provided by the WSP.

Typical format error messages may indicate the following:

- file name error
- end of record error
- LEC ID mismatch
- cycle counter mismatch
- record count mismatch
- ASCII character out of bounds
- invalid function code

The WSP is expected to correct the errors and to resubmit the file using the same file name.

### 6.2 Transaction Data Record Errors

If the file structure has passed the validation process, the E9-1-1 ALI Database Management System will attempt to process the T9-1-1 transaction data record(s) by validating each field against a set of defined criteria.



The E9-1-1 Database supplies an error (ERR) file for all transaction customer records which are rejected. If ALL customer records from the input DAT file are accepted, this file is returned as a duplicate of the STA status file.

Only a subset of the fields in the ERR file correspond to fields from the WSP supplied DAT file. The last column of the table below shows this mapping. Many of the ERR file fields are either spaces or simply not applicable, and are thus identified. The “Comments” column describes many fields as “parsed”. Parsed fields are simply redundant information from another field and are not applicable.

The “error code” field is explained in section 6.3. Should the “error code” be either “796” or “797”, the “error field” may be populated with a mnemonic code. Only a subset of the fields in this file has a mnemonic code. Fields that do have a mnemonic code have this mnemonic listed in the first column of this table, directly after the “Field Name”. By using the mnemonic code listed in the “error field”, the specific field of this ERR file can be identified, along with the mapping to the input DAT file.

### 6.3 Error File Format

Table 4 - Error File Format

Field Name	Starting position	Length	Justification	Comments	Mapping to DAT file
error code	1	3	right	See Section 6.3 for error code explanations.	Error code returned in “comments” field in pos 290-319 (30 bytes)
Space	4	1			n/a
error field	5	10	left	For 796 & 797 errors indicate first field with error, points to field in question via MNEMONIC code as listed in first column.	Does not map to DAT file, provides mnemonic to co-relate to field in first column.
Space	15	1			n/a
Foc (mnemonic: FOC)	16	1		Function of change (I,C,D)	Function code in pos 1 (1 byte)
Space	17	1			n/a
(npa) nnx-tn (mnemonics: NPA, NNX, and TN)	18	14		TN number in format of (777) 333-4444	Combination of NPA in pos 2-4 and Calling Number pos 5-11 (total 10 bytes)
Space	32	5		Not Applicable	n/a
House number (mnemonic: ST. NUM)	37	10	right	Leading spaces right justified	House Number in pos 12-21 with leading zeroes (10 bytes)
Space	47	1			n/a
House number suffix	48	4	left	Does NOT have a mnemonic code.	House Suffix Number in pos 22-25 (4 bytes)
Space	52	1			n/a

Field Name	Starting position	Length	Justification	Comments	Mapping to DAT file
Prefix directional	53	2	left		Prefix Directional in pos 26-27 (2 bytes)
Space	55	1			n/a
street name (mnemonic: ST.NAME)	56	48	left	un-parsed street name as stored in the database	Street Name in pos 28-87 (60 bytes)
Space	104	1			n/a
Suffix directional	105	2	left		Post Directional in pos 92-93 (2 bytes)
Space	107	1			n/a
Community (mnemonic: COMMUNITY)	108	32	left	un-parsed community name as stored in the database	Community Name in pos 94-125 (32 bytes)
Space	140	6		Not Applicable	n/a
Province (mnemonic: PROVINCE)	146	2	left	i.e. MB	Province in pos 126-127 (2 bytes)
Space	148	34		Not Applicable	n/a
class of service (mnemonic: COS)	182	1			Class of Service in pos 220 (1 byte)
Space	183	1			n/a
type of service (mnemonic: TOS)	184	1			Type of Service in pos 221 (1 byte)
Space	185	1			n/a
Exchange	186	4	left	Not Applicable	n/a, Not Used
Space	190	1			n/a
Esn	191	6	right	Not Applicable	n/a, Not Used
Space	197	1			n/a
Essid	198	2	left	Not Applicable	n/a
Space	200	3		Not Applicable	n/a
(main npa) main nnx- main tn (mnemonics: MAIN NPA, MAIN NNX, MAIN TN)	203	14		Main number associated with TN in form of (777) 333-4444	Main NPA in pos 231-233 and Main Number in pos 234-240 for a total of 10 bytes.
Space	217	22		Not Applicable	n/a
Telco	239	35	left	Not Applicable	n/a

Field Name	Starting position	Length	Justification	Comments	Mapping to DAT file
Space	274	1			n/a
	275	40		Not Applicable	n/a
Space	315	1			n/a
	316	10		Not Applicable	n/a
Space	326	1			n/a
modification date	327	19		Format: YYYY-MM-DD hh:mm:ss	n/a, Date when DAT file was actually processed into E911.
Space	348	1			n/a
sd_flag	347	1		Internal flag always set to "Y"	n/a
Space	346	1			n/a
Loccom	349	1		Internal flag always set to "N"	n/a
change type	350	1		Existing Database Record Function code	n/a
Space	351	1			n/a
service order code	352	1		Not Applicable	n/a
Space	353	1			n/a
Record type	354	1		Master (M) or Additional (A)	n/a
Space	355	1			n/a
secondary address flag	356	1			n/a
Space	357	3			n/a
USOC code	360	5		Not Applicable	n/a
service order number	365	14		Service order number	n/a
Space	379	1			n/a
Map coordinates	380	20			n/a
Space	400	1			n/a
Due date (mnemonics: EXT. DATE EFF. DATE)	401	19		EFFDATE: YYYY-MM-DD hh:mm:ss	Extract date in pos 251-256 (6 bytes) and also 8-digit Extract date in pos 366-373 (8 bytes)
Space	420	22			n/a
Community	442	28	left	Parsed Community Name	See the first instance of "Community" instead.
Space	470	5			n/a

Field Name	Starting position	Length	Justification	Comments	Mapping to DAT file
Street name	475	40	left	Parsed Street Name	Usually blank, see first instance of Street Name instead.
Space	515	15			n/a
Location	530	60	left	Location Data corresponds to input file character positions 128-187	Location in pos 128-187 (60 bytes)
Space	590	1			n/a
Indicator	591	1		Parsed from location field	n/a
Space	592	1			n/a
Indicator string	593	4	left	String description of indicator	n/a
Space	597	2			n/a
unit number	599	5	left	Parsed from location field	n/a
Space	604	2			n/a
Floor	606	5	left	Parsed from location field	n/a
Space	611	2			n/a
Lot	613	6	left	Parsed value	n/a
Space	619	2			n/a
Block	621	10	left	Parsed value	n/a
Space	631	2			n/a
Quarter Section	633	2	left	Parsed value	n/a
Space	635	2			n/a
Section	637	2	left	Parsed value	n/a
Space	639	2			n/a
Township	641	2	left	Parsed value	n/a
Space	643	2			n/a
Range	645	2	left	Parsed value	n/a
Space	647	2			n/a
Range Direction	649	1		Parsed value	n/a
Space	650	5			n/a
Building	655	25	left	Parsed from location field	n/a
Space	680	9			n/a
Street name suffix (mnemonic: ST.NAM.SUF)	689	11	left		Street Suffix in pos 88-91 (4 bytes)
Space	700	5			n/a

Field Name	Starting position	Length	Justification	Comments	Mapping to DAT file
Prefix directional (mnemonic: PRE.DIR.)	705	2	left		Prefix Directional in pos 26-27 (2 bytes)
Space	707	8			n/a
Customer Name (mnemonic: CUSTOMER)	715	40	left		Customer Name in pos 188-219 (32 bytes)
Space	755	10			n/a
Trailer Directional (mnemonic: SUF. DIR)	765	2	left		Post Directional in pos 92-93 (2 bytes)
Space	767	11			n/a
County (mnemonic: COUNTY)	778	28	left	Administrative District	Administrative District in post 374-401 (28 bytes)
Space	806	25		Last position is 829	n/a

## 6.4 Transaction Data Record Errors

This list is an explanation of the error codes as found in the “ERR” file described in Section 6.3 above.

### 002 Non-numeric character in telephone number.

This includes any spaces or alpha characters in the NPA, NNX, or TN fields of the telephone number. This is considered a data error and will be trapped by pre-parsing from the CLEC Web interface, thus the CLEC will get an email notification of this error instead of seeing this in the ERR file.

### 003 Non-numeric character in main telephone number .

This includes any space or alpha characters in the NPA, NNX, or TN fields of the main number. This is considered a data error and will be trapped by pre-parsing from the CLEC Web interface, thus the CLEC will get an email notification of this error instead of seeing this in the ERR file.

### 009 Illegal class of service.

The Class of Service must be a digit from 0 to 9 or an alpha A through F.

### 010 Illegal type of service.

The Type of Service must be one of the following digits: 0,1,3,4, or 6.

### 701 No MSAG record found.

No MSAG record was found for this address. This includes cases where the street name does not exist in the MSAG and where the street exists, but the ranges do not cover the current address.

### 702 Record already exists on insert.

An attempt was made to insert a telephone number that already exists. Note: '702' error not applicable with auto-correction. MTS uses auto-correction.

**703 Main record not found.**

An attempt was made to insert, change, or delete a subsidiary whose main telephone number does not exist in the database.

**704 Record does not exist.**

Telephone number record doesn't exist. An attempt was made to disconnect a telephone number record which does not exist in the database.

**712 Record does not exist on change.**

An attempt was made to change a telephone number record which does not exist in the database.

**714 Cannot disconnect a non-existent additional address record.**

An attempt was made to disconnect an additional address record that does not exist.

**716 No master TN exists for additional address record.**

An attempt was made to insert an additional address record but there was no corresponding master TN record.

**721 Type of service is a foreign exchange.**

The number belongs to a foreign exchange, i.e. the type of service is a 2 or 5.

**723 Invalid NPA or NNX.**

**738 Attempted to change a main number to a subsidiary line.**

The record in error is currently a main number with subsidiaries in the database. The attempted change would make this number into a subsidiary of another line. This would leave the original subsidiaries without a valid main number.

**739 Street names do not match on disconnect.**

The street name in the "disconnect" record does not match the street name in the database. If a disconnect record has a street name present, it must match the street name of the record in the database.

**740 Delete attempted on a number with subsidiaries.**

Delete attempted on a number with subsidiaries. A function of change "D" was attempted on a phone number which has subsidiaries. The subsidiaries must be disconnected before attempting to disconnect the main.

**741 Main number is already a subsidiary line.**

An attempt was made to insert a subsidiary whose main number is already a subsidiary to another line. This would leave this number without a valid main number.

**767 Company IDs do not match on a change.**

The TN record that you are trying to change is assigned to a different Company ID. This record needs to be disconnected by the original company. Only after the disconnect order has been successfully processed can an insert order be applied.

**768 Company IDs do not match on a disconnect.**

The TN record that you are trying to disconnect is assigned to a different Company ID.

**781 Duplicate TN; Record owned by another company.**

Record already exists. An attempt was made to insert a telephone number that already exists and is owned by another company.

**782 Buffer size exceeded for TN data.**

One or more fields have exceeded their buffer size resulting in a truncation of data.

**789 Improper format for location field.**

The location field has an improper format - the location field does not have the exact keyword.

**795 Invalid FOC for an additional or duplicate record.**

The FOC that was used is invalid for an additional address or duplicate record.

**796 Required field not provided in service order record.****797 Invalid value contained in field.****798 TN exists, but bad record type for additional address record.**

TN exists, does not have record type of "M" for additional address record. When trying to insert an additional address record, the master TN matches the TN in the additional address record, but the record type is not "M".

**800 English Language Translation not Found.**

The Emergency Response Agency data associated with this TN's applicable ESN was not found. This is an informational error, therefore the operation was performed despite this error occurring.

## 6.5 Status Report

The E9-1-1 Database also supplies a Status Report. The use of the Status Report by the WSP is optional, but made available as a confirmation of Customer records having been processed. The Status Report is supplied along with the ERR file, following the same file naming convention, save for the ".STA" file name extension. Below is an example of such a Status Report:

## CLEC PROCESSING RESULTS:

COMPANY ID: LECID

Finish Time: Wed Oct 28 10:43:01 2009 300

Header Records Read:	1
Trailer Records Read:	1
Records Read:	15
Total Records Processed:	15
Total Errors:	0
Hard Errors:	0
Informative Errors:	0
Records Successfully Processed:	15
Inserts:	9
Changes:	4
Deletes:	2
Pilot Deletes:	0
To's:	0
From's:	0
Unlocks:	0
Migrates:	0

## Notes regarding the Status Report:

The report title "CLEC PROCESSING RESULTS" may on occasion be preceded by informational warning messages.

The CLEC is identified by "COMPANY ID:".

Finish Time is the time at which the CLEC DAT file processing was completed.

The number of DAT file customer records read into the system and processed. Processing will result in either the customer records being successfully entered into the E9-1-1 database, as listed under the section "Records Successfully Processed", or rejected.

Customer Records which are rejected by the E9-1-1 Database will be listed as "Hard Errors" under the "Total Errors:" section of the Status Report



## APPENDIX 1 – GLOSSARY

Acronym	Definition	Description
<b>ALI</b>	Automatic Location Identification	Information regarding the location associated with the caller's telephone number
<b>ANI</b>	Automatic Number Identification	The telephone number of the calling party displayed at the answering point
		Not applicable.
<b>ESN</b>	Emergency Service Number	An ESN is a three to five digit number representing a unique combination of emergency response agencies (Police, Fire, and Emergency Medical Services) designated to serve a particular geographical area or Emergency Service Zone (ESZ). The ESN facilitates selective routing to the appropriate PSAP.
<b>ESZ</b>	Emergency Service Zone	A geographical area served by the same set of emergency responders.
<b>E9-1-1 ALI DATABASE</b>	Street Address Database	A centralized Database of service telephone number addresses listing street names, address ranges subscribing to E9-1-1 service.
<b>NPA</b>	Number Plan Area	The three digit area code
<b>NXX</b>	Network Exchange Code	The first 3 digits of a 7-digit Telephone Number
<b>PPSAP</b>	Primary Public Safety Answering Point	The answering location for 9-1-1 calls originating within a specified area. The PPSAP is designated primary or secondary by software parameters. A PPSAP consists of phone lines to answer 9-1-1 calls as well as a terminal and modem to provide the address on screen
<b>E9-1-1</b>	Province-Wide Enhanced 9-1-1 Service	A system that provides automatic location identification (ALI), automatic number identification (ANI) and Selective routing.
<b>ERA</b>	Emergency Response Agency	For example: Police, Fire and Ambulance
<b>ESRD</b>	Emergency Service Routing Digit	A number associated with a cell/tower site/sector that is used to route 911 dialed calls to the appropriate PPSAP and subsequent emergency service providers
<b>WSP</b>	Wireless Service Provider	The WSP Communication Service Provider providing cellular and radio services

## APPENDIX 2 - ACRONYMS

----- A -----

ALI Automatic Location Identification  
ANI Automatic Number Identification

----- B -----

B01/L Blocking of less than 1 call out of 100 during the Low Day to Day average variation

----- C -----

CCS 7 Common Channel Signaling System Number Seven  
CO Central Office  
CPN Calling Party Number

----- D -----

DP Dial Pulse

----- E -----

E9-1-1 Enhanced 9-1-1 Service  
EO End Office  
ERA Emergency Response Agency  
ESN Emergency Service Zone Number  
ESRD Emergency Service Routing Digit

----- F -----

FGC Feature Group C  
FGD Feature Group D  
FX Foreign Exchange

----- G -----

----- H -----

H/W Hardware

----- I -----

IP Internet Protocol  
IAM Initial Address Message  
ISUP Integrated Services Digital Network User Part

----- J -----

----- K -----

----- L -----

LEC Local Exchange Carrier

----- M -----

MF Multi Frequency  
 MSC Mobile Switching Centre

----- N -----

NAS Network Access Services  
 NPA Numbering Plan Area  
 NXX First 3 Digits of a 7 Digit Number

----- O -----

ONI Operator Number Identification  
 OPC Origination Point Code

----- P -----

PC Personal Computer  
 PSAP Public Safety Answering Point  
 PPSAP Primary Public Safety Answering Point (the center or the call-taker position)  
 PSTN Public Switched Telephone Network  
 P.01 blocking of less than 1 call out of every 100 calls during the busiest period of the day

----- Q -----

----- R -----

RM Rural Municipality  
 ROH Receiver Off-Hook  
 RSB Repair Service Bureau

----- S -----

SO Service Order  
 STA Selective Transfer Agency  
 S/W Software  
 SS7 Signaling System 7 /Common Channel Signaling 7 (SS7)

----- T -----

TCAP Transaction Capability Application Part  
 TCP Transmission Control Protocol  
 TCP/IP Transmission Control Protocol/Internet Protocol  
 TN Telephone Number  
 TOPS Traffic Operator Position System

TRK Trunk  
TWP Township

----- U -----

----- V -----

VDT Visual Display Terminal

----- W -----

WSP Wireless Service Provider

----- X -----

----- Y -----

----- Z -----