

911 Net

911NET Top 10 Tips

ODD or EVEN ranges must have ODD or EVEN highs and lows to match!

Qwest

9-1-1NetSM Main

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MSAG Change Request - Create (Insert)

Dir Street

Community State

Entity

Add Ranges

Low	High	Exch	D/E	*ESN	CLLI Code	MSAG Sys
<input type="text" value="1"/>	<input type="text" value="999"/>	<input type="checkbox"/>	<input type="text" value="0"/>	<input type="text" value="12345"/>	<input type="text"/>	<input type="text"/>

Add Range

Add comment to be applied to MSAG insertion request

*Comments :

Select processing Preference and recipient

Standard

Special (To be completed by): / /

- If your range is ODD, the high and low must be ODD- i.e. 1-999
- If your range is EVEN, the high and low must be EVEN- i.e. 2-998

Please fill out ANI/ALI Reports *Completely*

- Please give Intrado all the information you have.
- Please fill out the "Displayed Information" section. Do not leave it blank.
 - If doing a NRF Report, just put the TN under "ANI Telephone #" in the "Displayed Information" section. For a NRF the rest of the Displayed Information would be blank.
 - For a NRF we still need the "Updated Information"-this would be what should have appeared for that caller
- The Date/Time of Call are important, especially for Misroute reports. Please include them! Please also be sure to give us the Incorrect and Correct PSAP for Misroutes

The screenshot displays the Intrado 9-1-1-Net web application interface. The main content area shows a 'Pending MSAG CR' form with the following fields: Transaction Id, MSAG Valid at TN CR submission, Date of Call (05/21/08), Time of Call (0800), PSAP Name, Call Taker, and Class of Service (RSD). Below this is the 'Displayed Information' section, which is highlighted in yellow and contains fields for Incorrect PSAP, ANI TN, Pilot TN, Customer Name, House #, House # Sfx, Street Prefix Dir, Street Name, Community, and Location. The 'Updated Information' section is also visible, containing fields for Correct PSAP, ANI TN (5185), COID 1, Customer Name, House #, House # Sfx, Street Prefix Dir, Street Name (2107 17 ST S), Community, and Location (#3). Three large red arrows point to the 'Date of Call' and 'Time of Call' fields, the 'Displayed Information' section, and the 'Updated Information' section.

Please do not request addresses on ANI/ALI reports that are not MSAG valid

The screenshot shows the Intrado 9-1-1Net web interface. The main content area is divided into two sections: "Displayed Information" and "Updated Information".

Displayed Information:

- Incorrect PSAP: [Redacted]
- ANI TN: [Redacted] COID 1: [Redacted]
- Pilot TN: [Redacted] ESQK/ESRK: [Redacted]
- Customer Name: [Redacted]
- House #: [Redacted] House # Sfx: [Redacted]
- Street Prefix Dir: [Redacted] Street Name: [Redacted]
- Community: [Redacted] ESN: [Redacted]
- Location: [Redacted]

Updated Information (highlighted in yellow):

- Correct PSAP: [Redacted]
- ANI TN: 1 664 1 41 COID 1: MCC
- Customer Name: SL WDBB
- House #: [Redacted] House # Sfx: [Redacted]
- Street Prefix Dir: [Redacted] Street Name: 113 5TH ST, #2
- Community: [Redacted] ESN: 00010
- Location: [Redacted]

Activity Log:

Date and Time	User ID	Status	Reason	Comments
11/22/2008 10:08	<see comment for user's name>	NA		[A - Katherine Montgomery - No

Activity Log Comment (circled in red):

[K - Katherine Montgomery - North Dakota Aug 18 (2008 05:46 AM): There is no 5TH ST, T-... in the MSAG. It looks like number 113 would fit on your ranges for 5TH ST NE, T-... and 5TH ST NW, T-... Please advise. Thanks, Gwyn Montgomery]

- Intrado cannot change (or request that the telco change) the address for a TN to an address that is not in the MSAG
- Please check first that the address you are giving under "Updated Information" is in the MSAG. If not, please insert it before you send Intrado the NRF or Incorrect Address Report
- Please give the address exactly as it appears in the MSAG. If the citizen needs to be on 1ST Avenue and that street is in the MSAG as "1 AV" Please give the "Updated Information" as "1 AV"

Please archive your inactive transactions!

The screenshot shows a web browser window titled "Intrado 9-1-1Net - Windows Internet Explorer". The address bar shows "http://911net.intrado.com/911Net/". The page content includes a navigation menu on the left with links like "MSAG Unlimited Query" and "MSAG CRs". The main content area is titled "MSAG Change Request Query" and "Query Results". It contains a toolbar with buttons for "View Related Details", "MSAG CR Toolbar" (with "Authorize" and "Archive" buttons), "Print Toolbar" (with "Print" button), and "Export Toolbar" (with "Export All" button). Below the toolbar, it says "Viewing page 1 of 9 (1834 records)." with a red circle around the number 1834. Navigation links for "< Previous Page" and "Next Page >" are also visible.

- Right now there are over 1834 inactive transactions out on the Oregon 911Net.
- Please review your inactive transactions. Once you review each transaction and determine that no further action is required, please archive it. (Go to MSAG CRs>QUERY>set the pull down menu in the Query options screen to INACTIVE>then SUBMIT to see your inactive transactions.)

ESN-ELT (Responder List) Changes cannot be done on 911 Net

- Sorry, while you can change the ESN assigned to a range using 911 Net, you cannot change the responders associated with an ESN number there
 - The list of responders tied to each ESN is called the ELT (for English Language Translation)
- To change an ESN-ELT please complete an ESN action form and e-mail it to the Oregon Analyst at analyst_or@intrado.com

Jurisdiction Representative: _____
Date: _____

ESN Action Request Form
Qwest/Intrado

PSAP: <input type="text"/>	County: <input type="text"/>	State: <input type="text"/>
Action: (X) Add <input type="checkbox"/> Issue <input type="checkbox"/> Change <input type="checkbox"/> Delete <input type="checkbox"/>		
ESN: <input type="text"/>	Range ESN (if required (assigned by Qwest): <input type="text"/>	Secure Transfer Update Required (Y/N): <input type="text"/>
PSAP: <input type="text"/>		
LOCALITY: <input type="text"/>		
LAW: <input type="text"/>		
FIRE: <input type="text"/>		
MED: <input type="text"/>		
<small>(Note: PSAP-LOCALITY-LAW-FIRE-MED must all be equal 70 characters)</small>		
Comments: <input type="text"/>		
Requested By: <input type="text"/>		
Date Requested: <input type="text"/>		Date Requested: <input type="text"/>
<i>Qwest/Intrado Use Only</i>		
Group: <input type="text"/>	ESSID: <input type="text"/>	Switch Type: <input type="text"/>
Intrado Analysis: <input type="text"/>		Date TSS Update: <input type="text"/>
Date ALI Update: <input type="text"/>		Date Neutral: <input type="text"/>
9-1-1 No. Consolidation: <input type="text"/>		Date Neutral: <input type="text"/>
Master Disposition: <input type="text"/>		Date Neutral: <input type="text"/>
ESN Neutralization: <input type="text"/>		Date Neutral: <input type="text"/>
Qwest Sales Mgr. or PSAP: <input type="text"/>		Date Neutral: <input type="text"/>
Transfer Notification Required (Y/N): <input type="text"/>	Comments: <input type="text"/>	

Intrado can't drop anyone out!

- Intrado cannot drop anyone out of the database. We need to locate the correct range/address for any TNs on a range before we can delete or shorten it.
- You can use the comments section of your MSAG request to tell the Oregon Analyst where the TNs your transaction would drop out should go



MSAG Change Request - Edit Options

Dir Street
Community
Entity

Ranges

MSAG CR Toolbar
Change Split Combine Delete Insert

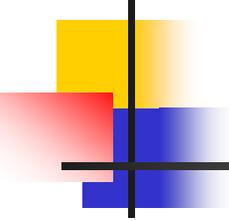
TN	Low	High	Exch	O/E	ESN	CLLI Code	MSAG Sys	Date Updated	Update
<input checked="" type="checkbox"/>	Count	300	824		206		S	1998-12-05:00:00.00000	NEW

Modify Ranges

	Low	High	O/E	Dir	Street Name	Community	*Esn	Entity	Exch	CLLI
DELETE	300	824			MAIN	KENSAL	206	022		

*Comments :

Cancel Re



Please send your ANI/ALI reports as soon as possible!

- Please send Intrado the ANI/ALI reports as **soon as possible** after the 911 call in question.
- If you are sending reports on old calls, you may be sending outdated information, and on misroute reports Qwest may no longer be able to locate the call trace

Please use the comments to tell us what you are doing

- Please tell the Oregon Analyst what you are doing in the comments section of your MSAG transactions- especially if you are doing more than one thing (i.e. "change high and ESN").

MSAG Change Request - Edit Options

Dir Street
Community
Entity

Ranges

MSAG CR Toolbar

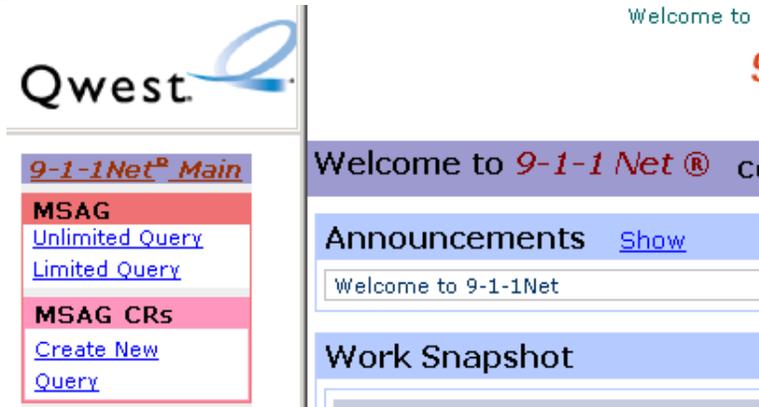
TN	Low	High	Exch	O/E	ESN	CLLI Code	MSAG Sys	Date Updated	Update
<input checked="" type="checkbox"/> Count	<input type="text" value="100"/>	<input type="text" value="599"/>	<input type="text"/>	<input type="text"/>	<input type="text" value="420"/>	<input type="text"/>	DKCOND	1993-01-12:00:00.00000	<input type="text" value="INI"/>

Modify Ranges

CHANGE	Low	High	O/E	Dir	Street Name	Community	*Esn	Entity	Exch	CLLI
<input type="checkbox"/>	<input type="text" value="100"/>	<input type="text" value="1000"/>	<input type="text"/>	<input type="text"/>	<input type="text" value="MAIN"/>	MONANGO	<input type="text" value="426"/>	<input type="text" value="022"/>	<input type="text"/>	<input type="text"/>

*Comments :

MSAG Query is Incredibly Useful!



- The MSAG Query function is an incredibly useful tool!
- Among other things, You can use it to make sure no one is dropping out and you are not overlapping existing streets.



MSAG Query is Incredibly Useful- Continued

Qwest Unlimited MSAG Query

House # Dir Street Community ESN

Reset

Query Results

Click on a link to view that MSAG details.

Print Toolbar

Viewing 1 (10 records). | << Previous Page | Next Page >>

Dir	Street	Community	St	Low	High	O/E	ESN	Exch	Entity	MSAG Sys.
MAIN		KENSAL	ND	300	824		206		022	STUTND
MAIN ST		KEENE	ND	101	229		77		021	MCKEND
MAIN ST		KILLDEER	ND	9400	11999		133		021	DUNNND
MAIN ST		KRAMER	ND	1	499		188		021	BOTTND
MAIN ST E		KILLDEER	ND	1	399		132		021	DUNNND
MAIN ST E		KENSAL	ND	8100	8398	Even	488		022	FOSTND
MAIN ST E		KENSAL	ND	8400	8498	Even	488		022	FOSTND
MAIN ST E		KENSAL	ND	8500	8998	Even	489		022	FOSTND

- There are now 2 options for MSAG Query, Limited and Unlimited
- To research TNs on a street, go to Unlimited Query and put in criteria to search for the street you are looking for
 - Please make the criteria as loose as possible so you can find anything similar to what you are looking for.
 - In this request, only "MAIN" as the street, and the first letter "K" in the community were used as the criteria.

Qwest Unlimited MSAG Query

Query Results

Record Details

Last Updated: On 1998-12-05:00:00.00000 By KBW

Dir Street Community State

Low Range High Range O/E

ESN Entity

Exch MSAG COID ESSID MSAG Sys

11 Related TN Records Found [Back to Results](#)

- When you see the street you are looking for, click on the street name in blue
- In the next screen, click on "List" to view the TNs on this range. Along with other information, the list will give you the house numbers of each TN so you can make sure your new range covers them all
 - 911 Net currently can only list the TNs if there are less than 1000 TNs on a range. If there are 1000 or more and you need to have a list, please contact the Oregon Analyst who can assist you with obtaining a list.

Please watch for transactions that are Suspended back to you

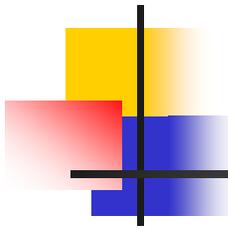
- If the Oregon Analyst suspends a transaction back to you it means they have questions and cannot proceed until you advise me what to do.
- Please respond to suspended transactions!



Please call the Oregon Analyst with any questions!

- Please feel free to call The Oregon Analyst any time you are not sure how to do something on 911 Net. They will be glad to walk you through the steps. Their number is 1-800-347-4176 option 1.





Top 10 Summary

1. ODD or EVEN ranges must have ODD or EVEN highs and lows to match!
 2. Please fill out ANI/ALI Reports Completely
 3. Please do not request addresses on ANI/ALI reports that are not MSAG valid.
 4. Please archive your inactive transactions!
 5. ESN-ELT (Responder List) Changes cannot be done on 911 Net
 6. Intrado cannot drop anyone out!
 7. Please send your ANI/ALI reports as soon as possible!
 8. Please use the comments to tell the Oregon Analyst what you are doing
 9. MSAG Query is Incredibly Useful!
 10. Please watch for transactions that are Suspended back to you
- And as always, please call if you would like any help!