

The definitions listed below are taken from the Pennsylvania 9-1-1 Law and Regulations, the Wireless E-911 State-wide Plan and the NENA Master Glossary of 9-1-1 Terminology. These definitions will be the ones utilized for Pennsylvania's 9-1-1 Program.

**9-1-1 Program Definitions:**

**9-1-1** - A three digit telephone number to facilitate the reporting of an emergency requiring response by a public safety agency.

**9-1-1 Communications Center** - A 9-1-1 Public Safety Answering Point (PSAP).

**9-1-1 Service Area** - The geographic area that has been granted authority by a state or local governmental body to provide 9-1-1 service.

**9-1-1 System** - The set of network, database and CPE components required to provide 9-1-1 service.

**9-1-1 Tandem** - (See E-911 Control Office)

**Abandoned Call** - A call placed to 9-1-1 in which the caller disconnects before the call can be answered by the Public Safety Answering Point (PSAP) attendant.

**Access Line** - The connection between a customer premises network interface and the Local Exchange Carrier that provides access to the Public Switched Telephone Network (PSTN).

**Act** - Chapter 53, Emergency Telephone Service, of Title 35 of the Pennsylvania Consolidated Statutes, 35 Pa.C.S.A. §§ 5301-5398).

**Active Prepaid Wireless Account** - A prepaid wireless account that has been used by the customer during the month to complete a telephone call for which the customer's card or account was reduced.

**Advisory Committee** - The wireless E-911 Emergency Services Advisory Committee established in section 5311.3.

**Agency** - The Pennsylvania Emergency Management Agency (PEMA).

**ALI Retrieval** - A request for ALI record from the PSAP to the ALI database.

**ALI Retrieval Rate** - The number of requests for ALI that are not duplicated within a two (2) minute time frame.

**Alternate ISDN PSAP** - (See Alternate PSAP)

**Alternate Number** - Used in Interim Number Portability (INP), the caller's original telephone number which is call forwarded to the new carrier's telephone number. Also known as Call Forward Number.

**Alternate PSAP** - A PSAP designated to receive calls when the primary PSAP is unable to do so.

**Alternate Routing** - The capability of routing 9-1-1 calls to a designated alternate location(s) if all 9-1-1 trunks to a primary PSAP are busy or out of service. May be activated upon request or automatically, if detectable, when 9-1-1 equipment fails or the PSAP itself is disabled.

**Answering Position** - (see Attendant Position)

**Approved Item** – An item that has been approved for funding by PEMA, from either wireless or wireline funds, which will be funded pending fund availability.

**Associated with Pennsylvania** - (1) In the case of the mobile telephone number (MTN), the geographical location associated with the first six digits or NPA/NXX of the MTN; or (2) in the case of a customer service address, the physical location of the address.

**Attendant Position** - The Customer Premises Equipment (CPE) at which calls are answered and responded to by the Telecommunicator.

**Automatic Call Distributor (ACD)** - Equipment that automatically distributes incoming calls to available PSAP attendants in the order the calls are received, or queues calls until an attendant becomes available.

**Automatic Location Identification (ALI)** - The delivery or receipt of the street address of the telephone or the geographic location of the wireless device, as specified in the FCC E-911 Order, used to place a call to a 9-1-1 system or to a wireless E-911 system.

**Automatic Location Identification (ALI) Call Retrieval** - A process of counting ALI database queries not duplicated within a two (2) minute time frame.

**Automatic Location Identification (ALI) Customer Retrieval** - A process of counting ALI database queries not duplicated within a twenty-four (24) hour time frame.

**Automatic Location Identification (ALI) Database** - The set of ALI records residing on a computer system.

**Automatic Location Identification (ALI) Multiplexer** - A CPE component which performs the function of communicating with the ALI database. An ALI Multiplexer typically works in conjunction with an ANI controller.

**Automatic Location Identification (ALI) Retrieval** - The process of querying the 9-1-1 database for ALI records.

**Automatic Number identification or ANI** - The delivery or receipt of the telephone number assigned to the telephone or wireless device being used to place a call to a 9-1-1 system.

**Automatic Number Identification (ANI) Controller** - A stand-alone CPE component which provides the ANI decoding and function key control for 9-1-1 service.

**Automatic Number Identification Information Digits (ANI II Digits)** - Digits in the Enhanced MF Signaling protocol that indicate to the PSAP CPE ANI display device whether the display should remain steady or flash, or if the call is a test call.

**Average Busy Hour** - The one hour period during the week statistically shown over time to be the hour in which the most telephone calls are received.

**Backup Public Safety Answering Point (PSAP)** - Typically a disaster recovery answering point which serves as a backup to the primary PSAP and is not co-located with the primary PSAP. This should be referenced in the PSAPs Triennial Plan.

**Basic 9-1-1** - An emergency telephone system which automatically connects 9-1-1 callers to a designated answering point. Call routing is determined by originating central office only. Basic 9-1-1 may or may not support ANI and/or ALI.

**Call Relay** - Forwarding of pertinent information by a PSAP attendant to the appropriate response agency (Not to be confused with Telephone Relay Service).

**Call-Taking** - The act of answering 9-1-1 calls from the public and obtaining the information that is necessary to dispatch a public safety unit, such as fire, police, medical and rescue, to the reported location of the emergency.

**Call Transfer** - The capability to redirect a call to another party.

**Calling Party Hold** - Also known as re-ring (A Basic 9-1-1 feature).

**Calling Party's Number (CPN)** - The call back number associated with a wireless telephone (Similar to ANI for wireline telephones). (Ref. NENA 03-002)

**Catastrophic loss** - The loss of three or more human lives and/or property damage or loss exceeding seventy-five thousand dollars.

**Carrier Frequency** - The frequency of the unmodulated IRIG B or E signal (Ref. NENA 04-002).

**Cathode Ray Tube (CRT)** - Video monitor used for displaying information.

**Cell** - The wireless telecommunications (Cellular or PCS) antenna serving a specific geographic area.

**Cell Sector** - One face of a cell antenna (typically three sided) that operates independently of the other sectors.

**Cell Site** - The location of a cell and related equipment.

**Cellular Priority Access Service (CPAS)** - A uniform nationwide method of providing priority access to authorized wireless subscribers in the event of an emergency.

**Central Office (CO)** - The Local Exchange Carrier facility where access lines are connected to switching equipment for connection to the Public Switched Telephone Network.

**Central Office Upgrades** - The replacement of central office equipment with more advanced technology for the purpose of making available more 9-1-1 features.

**Central Processing Unit (CPU)** - The part of a computer which performs the logical, computational and decision making functions.

**Centralized Automated Message Accounting (CAMA)** - An MF signaling protocol originally designed for billing purposes, capable of transmitting a single telephone number.

**Centrex** - A business telephone service offered by some Local Exchange Carriers that provides PBX type features over access lines.

**Class of Service** - A designation of the type of telephone service, e.g. residential, business, centrex, coin, PBX, wireless.

**COCOT** - Customer-Owned Coin Operated Telephone.

**Code Division Multiple Access (CDMA)** - A digital radio interface utilized by some North American PCS carriers.

**CPE** - Customer Premises Equipment—Telecommunications and associated terminal equipment that is located at the PSAP or dispatch point and has capabilities for handling or dispatching, or both, 9-1-1 calls.

**Commission** - The Pennsylvania Public Utility Commission (PUC).

**Competitive Local Exchange Carrier** - A local exchange carrier that has been certificated as a competitive local exchange carrier by the PUC.

**Contribution Rate** - A county fee that is assessed against a wireline telephone subscriber and collected by the telephone company for the nonrecurring, maintenance and operational costs of a 9-1-1 system. The fee may be used for expenses incurred in implementing, expanding or upgrading a 9-1-1 system. Once a plan and contribution rate has been established, the contribution rate shall remain fixed for at least 3 years. The contribution rate on each local exchange access line may not exceed the following amounts:

- (i) First through second class A counties, a contribution rate not to exceed \$1.00/line/month.
- (ii) Third through fifth class counties, a contribution rate not to exceed \$1.25/line/month.
- (iii) Sixth through eighth class counties, a contribution rate not to exceed \$1.50/line/month.

**Control Office** - The central office which provides switching capability for selectively routed 9-1-1 calls and terminates 9-1-1 dedicated lines from a central office or PSAP, or both. It controls the switching of the automatic number identification (ANI) and selective routing information to the PSAPs.

**Company Identifier (Company ID)** - A 3-5 character identifier chosen by the Local Exchange Carrier that distinguishes the entity providing dial tone to the end user. The Company Identifier is maintained by NENA in a nationally accessible data base.

**Computer Aided Dispatch (CAD)** - A computer based system which aids PSAP attendants by automating selected dispatching and record keeping activities.

**Consolidated PSAP** - A facility where one or more Public Safety Agencies choose to operate as a single 9-1-1 entity.

**Council** - The Pennsylvania Emergency Management Council (PEMC)

**County** - The term includes a city of the first class coterminous with a county.

**County plan** - An emergency communications plan developed by a county or two or more counties in concert and submitted to the Agency on a triennial basis outlining the county's 9-1-1 system, including the contribution rate. The plan shall be unique to the county to meet the individual needs of the county, the local governments and emergency service providers within the county.

**Customer Premises Equipment (CPE)** - Terminal 9-1-1 equipment at a PSAP

**Cutover** - The activation of a new telephone call processing or switching system.

**Data Base** - An organized collection of information, typically stored in computer systems, comprised of fields, records (data) and indexes. In 9-1-1, such data bases include MSAG, telephone number/ESN, and telephone customer records.

**Data Base Management System (DBMS)** - A system of manual procedures and computer programs used to create, store and update the data required to provide Selective Routing and/or Automatic Location Identification for 9-1-1 systems.

**Data Base Management** - System Provider Entity providing Selective Routing (SR) and/or Automatic Location Identification (ALI) data services.

**Day** - Refers to an actual 24-hour day, not a "working day".

**Dedicated Line** - A communication path connecting a PSAP to one or more locations through other than exchange access lines. The term includes private lines, tie lines and on-premises channels.

**Dedicated Trunk** - A telephone circuit used for a single purpose, such as transmission of 9-1-1 calls.

**Default Routing** - The capability to route a 9-1-1 call to a designated (default) PSAP when the incoming 9-1-1 call cannot be selectively routed due to an ANI failure or other cause.

**Deployed** - a wireless provider serving the geographic area covered by a PSAP is determined to be deployed when its system (either Phase I or Phase II) has been tested and accepted by the PSAP for wireless E-911.

**Dial Line** - A communication path connecting a PSAP to various other points by dialing a numeric code. The term includes exchange access lines, private branch exchange lines, centrex lines and intercommunication lines.

**Dial Tone First** - The provision of dial tone to enable a caller to originate and complete 9-1-1 calls from public telephones without inserting a coin or any other device - also known as coin-free dialing.

**Directly Related Personnel Salary and Benefit Costs** - Wage, salary and benefit costs for personnel responsible for the provision of 9-1-1 services. The term may include PSAP personnel at telephone answering or dispatch stations, or both, and 9-1-1 supervisory personnel. The amount of the contribution rate dedicated to salary, training and benefit costs may not exceed 70% of the total surcharge, subscriber fee, collected during each county's fiscal year.

**Direct Dispatch** - The performance of 9-1-1 call answering and dispatching by personnel at the primary PSAP.

**Directory Number (DN)** - A dial-able 10-digit telephone number associated with a telephone subscriber or call destination.

**Dispatching** - The act of alerting and directing the response of public safety units to the desired location.

**Diverse Routing** - The practice of routing circuits along different physical paths in order to prevent total loss of 9-1-1 service in the event of a facility failure.

**Dual Tone Multi-Frequency (DTMF)** - One of the methods used for signaling in the telephone network. Often referred to as TOUCH-TONE™.

**Electronic Key Telephone System (E-Key)** - A multi-line telephone system which utilizes stored program control technology instead of KSU's and KTU's.

**Eligible Costs:** costs related to a wireless provider's or PSAP's compliance with requirements established by the wireless E-911 State Plan, the FCC E-911 order, or the wireless provisions of an agency-approved county plan or amended plan. Eligible costs include recurring and nonrecurring costs approved by the agency pursuant to agency rules associated with the development, implementation, operation and maintenance of wireless E-911 service in the geographic area served by the requesting PSAP.

**Emergency Call** - A telephone request for public safety agency emergency services which requires immediate action to save a life, to report a fire or to stop a crime. May include other situations as determined locally.

**Emergency Dispatched Calls** - Emergency incidents to which a 9-1-1 communications center dispatches public safety units.

**Emergency Medical Dispatch Protocols** - A system or program that enables patients to be assessed and treated via telephone by utilizing current accepted emergency medical dispatch standards.

**Emergency Message (EM) Circuits** - The special service circuits used to carry 9-1-1 calls to the PSAP.

**Emergency notification services** - Services provided by authorized agencies of Federal, State, county or local governments, or by persons authorized by such governments, that notify the public, using ANI/ALI data base information, of emergencies declared by such governments.

**Emergency Ring Back** - The capability of a PSAP attendant to ring the telephone on a held circuit.

**Emergency services** - The term includes services, including firefighting, law enforcement, ambulance and medical, provided for the protection or preservation of persons or property in circumstances of immediate and significant threat of injury or harm.

**Emergency Service Central Of Office Number (ESCO)** - The information delivered to the PSAP when there is an ANI failure between the end office and the 9-1-1 Control Office. When ANI is not available, the 9-1-1 call is default routed and the ANI display at the PSAP will be "911-OTTT" (or 911-TTTT) with T11 identifying the incoming trunk group.

**Emergency Service Number (ESN)/Emergency Service Zone (ESZ)** - An ESN is a three to five digit number representing a unique combination of emergency service agencies (Law Enforcement, Fire, and Emergency Medical Service) designated to serve a specific range of addresses within a particular geographical area, or Emergency Service Zone (ESZ). The ESN facilitates selective routing and selective transfer, if required, to the appropriate PSAP and the dispatching of the proper service agency(ies).

**Emergency Service (ES) Trunks** - Message trunks capable of providing ANI, connecting the serving central office of the 9-1-1 calling party and the designated E9-1-1 Control Office.

**Emergency support services** - Information or data base management services provided by authorized agencies of Federal, State, county or local governments, or by persons authorized by such governments, that are used in support of PSAPs or emergency notification services.

**End Office** - (See central office)

**End User** - The 9-1-1 caller.

**Enhanced 9-1-1 (E9-1-1)** - An emergency telephone system which includes network switching, database and CPE elements capable of providing Selective Routing, Selective Transfer, Fixed Transfer, ANI and ALI.

**Enhanced 9-1-1 (E9-1-1) Control Office** - The Central Office that provides the tandem switching of 9-1-1 calls. It controls delivery of the voice call with ANI to the PSAP and provides Selective Routing, Speed Calling, Selective Transfer, Fixed Transfer, and certain maintenance functions for each PSAP. Also known as 9-1-1 Selective Routing Tandem or Selective Router.

**Enhanced 9-1-1 (E9-1-1) Tandem Office** - (See Enhanced 9-1-1 Control Office)

**Equipment costs** - The costs of customer premises and microwave equipment purchased by the county that is directly related to the 9-1-1 system.

**Equipment lease charges** - Charges for customer premises, microwave or other equipment leased by the county that is directly related to the 9-1-1 system.

**Exchange** - A defined area, served by one or more telephone central offices, within which a Local Exchange Carrier furnishes service.

**FCC E-911 Order** - All orders issued by the Federal Communications Commission pursuant to the proceeding entitled "Revision of the Commission's Rules to Ensure Compatibility with Enhanced 9-1-1 Emergency Calling Systems" (CC Docket No. 94-102) codified at 47 CFR 20.18 (relating to 9-1-1 Service), any successor proceeding and any other FCC order that affects the provision of wireless E-911 service to wireless service customers.

**Feature Group D (FGD)** - An MF signaling protocol, originally developed to support equal access to long distance services, capable of carrying one or two ten-digit telephone numbers.

**Fixed Transfer** - The capability of a PSAP attendant to transfer a 9-1-1 call to a pre-determined location by activating a single button.

**Footprint** - The geographic area covered by a particular wireless cell or cell sector.

**Forced Disconnect** - The capability of a PSAP attendant to disconnect a 9-1-1 call even if the calling party remains off-hook. Used to prevent overloading of 9-1-1 trunks.

**Foreign Exchange Service (FX)** - A telephone line switched in an exchange or central office other than the exchange or central office area in which the telephone is located

**Fund** - The Wireless E-911 Emergency Services Fund established in section 5311.4 of Chapter 53, Emergency Telephone Service, of Title 35 of the Pennsylvania Consolidated Statutes, 35 Pa.C.S.A. §§ 5301-5398).

**Global Positioning System (GPS)** - A satellite based Location Determination Technology (LDT).

**Grade of Service** - The probability (P), expressed as a decimal fraction, of a telephone call being blocked. P.01 is the grade of service reflecting the probability that one call out of one hundred during the average busy hour will be blocked. P.01 is the minimum recommended Grade of Service for 9-1-1 trunk groups.

**Global Standard for Mobil Communications (GSM)** - International standard digital radio interface utilized by some North American PCS carriers.

**Integrated Services Digital Network (ISDN)** - A digital interface providing multiple channels for simultaneous functions between the network and CPE.

**Inter-Exchange carrier** - A person that is authorized by the Pennsylvania Public Utility Commission to provide long-distance telecommunications service.

**Inter-Local Services Agreement** - An agreement among governmental jurisdictions or privately owned systems, or both, within a specified area to share 9-1-1 system costs, maintenance responsibilities, and other considerations.

**Inter-Tandem Transfer** - The capability of transferring a call over the 9-1-1 network from a PSAP served by one 9-1-1 tandem to a PSAP served by a different 9-1-1 tandem.

**Internal Clock** - A time of day reference source for timing information in equipment or systems. (Ref. NENA 04-002)

**Interoperability** - The capability for disparate systems to work together.

**ISDN PSAP** - (See PSAP)

**Key Pulse (KP)** - An MF signaling tone (digit).

**Key Service Unit (KSU)** - Equipment which provides ringing, lamp voltages, conference, etc. for multi-line key telephone sets.

**Key Telephone System (KTS)** - A multi-line telephone system comprised of multi-line telephone sets, KTU's and KSU's.

**Key Telephone Unit (KTU)** - A unit mounted in a KSU, required per line, providing key telephone control functions. e.g. hold, lamp, common ringing.

**Local Exchange Carrier (LEC)** - A Telecommunications Carrier (TC) under the state/local Public Utilities Act that provide local exchange telecommunications services. Also known as Incumbent Local Exchange Carriers (ILECs), Alternate Local Exchange Carriers (ALECs), Competitive Local Exchange Carriers (CLECs), Competitive Access Providers (CAPs), Certified Local Exchange Carriers (CLECs), and Local Service Providers (LSPs).

**Local Exchange Telephone Service** - The provision of telephonic message transmission within an exchange, as it is defined and described in tariffs filed with and approved by the Commission.

**Local Exchange Routing Guide (LERG)** - A database which defines inter-exchange call routing in the North American Public Switched Telephone Network. It associates NPA/NXX's with their appropriate network elements.

**Local Government** - A county, city, borough, town, first class township, second class township, or home rule municipality.

**Local Loop** - A physical facility between a customer's network interface and the local serving central office. The most common form of local loop is a pair of wires.

**Local Number Portability (LNP)** - A process by which a telephone number may be reassigned from one Local Exchange Carrier to another.

**Location Determination Technology (LDT)** - A system which computes the X and Y coordinates of a wireless 9-1-1 caller.

**Logging Recorder** - A voice-band audio recorder which records to and plays from a permanent storage media such as tape or disk. Logging recorders are typically multi-channel so as to simultaneously record from several sources.

**Management Information System (MIS)** - A program that collects, stores and collates data into reports enabling interpretation and evaluation of performance, trends, traffic capacities, etc.

**Master Clock** - An accurate timing device that generates synchronization signals to control other clocks or equipment (Ref. NENA 04-002).

**Master Street Address Guide (MSAG)** - A data base of street names and house number ranges within their associated communities defining Emergency Service Zones (ESZs) and their associated Emergency Service Numbers (ESNs) to enable proper routing of 9-1-1 calls.

**Mobile Communications Equipment** - Cellular telephones, improved mobile telephone service or a system which provides voice telephone service to a mobile station. The term includes mobile radio equipment that is affixed to a vehicle or other mobile station or equipment designed to be carried by an individual.

**Mobile Telephone Number or MTN** - The telephone number assigned to a wireless telephone at the time of initial activation.

**Mobile Directory Number (MDN)** - (see Calling Party's Number (CPN))

**Mobile Identified Number (MIN)** - A 34-bit binary number that a wireless handset transmits to identify itself to the wireless network.

**Mobile Switching Center** - The wireless equivalent of a Central Office, which provides switching functions from wireless (MSC) calls.

**Mobile Switching Office (MSO)** - (See Mobile Switching Center (MSC))

**Multi-Frequency (MI)** - A type of signaling used on analog interoffice and 9-1-1 trunks.

**National Emergency Number Association (NENA)** - The National Emergency Number Association is a not-for-profit corporation established in 1982 to further the goal of "One Nation-One Number." NENA is a networking source and promotes research, planning and training. NENA strives to educate, set standards and provide certification programs, legislative representation and technical assistance for implementing and managing 9-1-1 systems.

**Network Changes** - Central office changes required to be made by a telephone company, so that when 911 is dialed the call is directed to the proper trunk circuits, including selective routing but not including central office upgrades.

**NNX / NXX** - A three digit code in which N is any digit 2 through 9 and X is any digit 0 through 9. They are the second set of three digits in the North American Numbering Plan.

**Non-Switched Call** - A telephone call carried over exchange facilities from the calling party, originating station, to the called party, terminating station, via a directly routed circuit.

**No Record Found (NRF)** - A condition where no ALI information is available for display at the PSAP.

**Non-Blocking** - A switching network designed to complete all call attempts.

**Non-Selective Routing** - The routing of 9-1-1 calls based on the NXX or trunk group.

**North American Numbering Plan** - Use of 10 digit dialing in the format of a 3 digit NPA, followed by 3 digit NXX and 4 digit line number (NPA-NXX-XXXX).

**NPA-NXX** - The first six digits of a ten-digit telephone number, including a mobile telephone number, representing the area code and exchange of the telephone number.

**Number Plan Area (NPA)** - An established three-digit area code for a particular calling area. It takes the form of NXX, where N is any digit from 2 through 9 and X is any digit from 0 through 9.

**Numbering Plan Digit (NPD)** - A component of the traditional 9-1-1 signaling protocol between the 9-1-1 Control Office and the PSAP CPE which identifies one of four possible area codes.

**Overflow** - The process of automatically rerouting calls to an alternate facility.

**Performance appraisal** - A yearly written evaluation of a telecommunicator's job performance measured against established 9-1-1 communications center expectations and standards.

**Person** - In addition to a natural person, the term includes a corporation, a partnership, an association, the Federal government, the State government, a political subdivision, and a municipal or other local authority.

**Prepaid wireless telephone service** - A wireless telephone service which is activated in advance by payment of a finite dollar amount or for a finite set of minutes and which, unless an additional finite dollar amount or finite set of minutes is paid in advance, terminates either upon use by a customer and delivery by the wireless carrier of an agreed-upon amount of service corresponding to the total dollar amount paid in advance or within a certain period of time following initial purchase or activation.

**Primary Public Safety Answering Point (PSAP)** - A PSAP to which 9-1-1 calls are routed directly from the 9-1-1 Control Office. (See PSAP)

**Private Branch Exchange (PBX)** - A private telephone system that is connected to the Public Switched Telephone Network.

**Private Switch ALI (SPA)** - A service option which provides E-911 features for telephone stations behind private switches. e.g. PBXs

**Pseudo Automatic Location Identification (pALI)** - An ALI record associated with a pANI, configured to provide the location of the wireless cell or sector and information about its coverage or serving area (footprint).

**Pseudo Automatic Number Identification (pANI)** - A telephone number used to support routing of wireless 9-1-1 calls. It may identify a wireless cell, cell sector or PSAP to which the call should be routed. Also known as routing number.

**Public Agency** - A state or any unit of local government or special purpose district located in whole or in part within a state, which provides police, fire-fighting, medical, or other emergency services or has authority to do so.

**Public pay stations** – Telephones, owned or operated by a regulated public utility, which require coin insertion, use of credit card or third-party billing for call placement. The term does not include COCOTS and semipublic pay stations.

**Public safety agency** - A functional division of a public agency which provides firefighting, law enforcement, ambulance, medical, or other emergency services.

**Public Safety Answering Point (PSAP)** - A facility equipped and staffed to receive 9-1-1 calls. A Primary PSAP receives the calls directly. If the call is relayed or transferred, the next receiving PSAP is designated a Secondary PSAP.

**Public Switched Telephone Network (PSTN)** - The network of equipment, lines, and controls assembled to establish communication paths between calling and called parties in North America.

**Quality assurance action** - An action taken by a quality assurance reviewer or 9-1-1 center supervisor after the occurrence of a quality assurance review of a telecommunicator in order to correct or improve job performance deficiencies identified by the quality assurance review. The quality assurance action may require the telecommunicator to take additional training courses or instruction, be subject to a second quality assurance review process outside of the normal timeframes identified in this section, or be subject to disciplinary or other personnel actions deemed appropriate by the 9-1-1 communications center supervisor or reviewer.

**Quality assurance review** - A quality assurance process that is used to assess the job performance of a telecommunicator.

**Radio activity** - The act of dispatching and communicating on a public safety radio frequency.

**Rate Center** - A geographically specified area used for determining mileage and/or usage dependent rates in the Public Switched Telephone Network.

**Recall Recorder** - A voice band audio recorder which records to and plays from a media that may not be permanent (such as tape loop, fixed disk or RAM). Recall recorders are typically associated with each operator position for the purpose of recording and playing back their most recent conversations. Also known as Call Check or Instant Playback Recorder.

**Redundancy** - Duplication of components, running in parallel, to increase reliability.

**Remote Dispatch Point (RDP)** – A communications facility identified in a county 9-1-1 plan which is operated by either a county, city, township or borough. An RDP (Remote Dispatch Point) electronically receives emergency caller information from a 9-1-1 communications center or PSAP (Public Safety Answering Point) to dispatch emergency fire, medical or police services, as requested, to the scene of an emergency. An RDP is not a facility that houses the fire, medical, or police units that respond to an emergency unless the facility is specifically identified as an RDP in the county 9-1-1 plan.

**Response Agency** - The public safety agency having legal or consensual obligation to respond to a call for service.

**Secondary PSAP** - A PSAP to which 9-1-1 calls are transferred from a Primary PSAP. (See PSAP). Not considered a Back-up PSAP.

**Selective Routing (SR)** - The routing of a 9-1-1 call to the proper PSAP based upon the location of the caller. Selective routing is controlled by the ESN which is derived from the customer location.

**Selective Routing Data Base (SRDB)** - The routing table that contains telephone number to ESN relationships which determines the routing of 9-1-1 calls.

**Selective Transfer** - The capability to transfer a 9-1-1 call to a response agency by operation of one of several buttons typically designated as police, fire, and emergency medical; based on the ESN of the caller.

**Semipublic pay stations** - A pay telephone which is used by both the customer (owner) and the public in locations that are public in character and which is installed at the customer's initiative and billed to the customer. The term includes stations owned by the telephone company.

**Separate Restricted Interest Bearing Account** - A completely **separate interest-bearing restricted** banking/checking account used **solely** for the purpose of eligible nonrecurring and recurring charges billed for the Chapter 53, Emergency Telephone Service, of Title 35 of the Pennsylvania Consolidated Statutes surcharge funds.

**Service Address** - The physical location of a subscriber access line. Service Address is the recommended address for 9-1-1 use. (May be different from the listed address or billing address)

**Service Order** - Local Exchange Carrier document used for additions, changes or removals of telephone service.

**Service Provider** - An entity providing one or more of the following 9-1-1 elements: network, CPE, or database service.

**Serving Central Office** - The central office (CO) from which a subscriber is served. (See Central Office)

**Signaling System 7 (SS7) /Common Channel Signaling 7 (CCS7)** - An inter-office signaling network separate from the voice path network, utilizing high speed data transmission to accomplish call processing. (The Public Switched Telephone Network is in the process of upgrading from MF Signaling to SS7)

**Single Point of Failure** - A hardware or software component or sub-system which experiences a failure causing more than fifty percent of the total system to fail. (Ref. NENA 04-002 Reliability Objectives)

**Standard Operating Procedures** - A set of policies and procedures developed and adopted by a 9-1-1 communications center to aid in directing the daily operations of the telecommunications staff.

**Sufficient positive balance** - A dollar amount greater than or equal to the monthly wireless surcharge amount.

**Sync** - Abbreviation for synchronized or synchronization.

**Synchronization** - In the context of timing, synchronization means to bring clocks or data streams into phase so they agree with the PSAP master clock. (Ref. NENA 04-002)

**Tandem Central Office (Tandem CO)** - (See E-911 Control Office)

**Telecommunications Device for the Deaf (TDD)** - Also known as TTY. See Teletypewriter (TTY)

**Telecommunications Relay Service (TRS)** - A federally mandated service provided by states that provides communication relay between TTY users and voice telephone users, via a third party, for communications assistance.

**Telecommunicator** - As used in 9-1-1, a person who is trained and employed in public safety telecommunications. The term applies to call takers, dispatchers, radio operators, data terminal operators or any combination of such functions in a PSAP.

**Telephone subscriber** - A person who contracts with a local exchange carrier within this Commonwealth for local exchange telephone service, either residential or commercial. When the same person has several telephone dial tone access lines, each dial tone access line shall constitute a separate subscription. For purposes of the contribution rate, the term shall not include pay stations owned or operated by a regulated public utility, or nonpublic utilities as the term is used in 66 Pa.C.S. § 2913(b) (relating to minimum service requirement).

**Telephone terminal equipment** - Customer premises equipment that is located at the PSAP and is provided by a telephone company or other vendor; for example, telephone answering positions, display terminals, printers and call recording equipment.

**Teletypewriter (TTY)** - Also known as TDD. A device capable of information interchange between compatible units using a dial up or private-line telephone network connections as the transmission medium. ASCII or Baudot codes are used by these units. (per EIA PN-1663)

**Time Code** - A series of pulses or characters which represent a digit such as a 4. The location of a particular binary digit in the code defines its meaning, 4 hours, 4 minutes, or 4 seconds. (Ref. NENA 04-002)

**Time Difference of Arrival (TDOA)** - A terrestrial Location Determination Technology (LDT) that computes a transmitter's location based upon the times a signal is received at multiple receivers.

**Time Division Multiple Access (TDMA)** - A digital radio interface utilized by some North American PCS carriers.

**Transfer** - A feature which allows the PSAP Telecommunicator to redirect a 9-1-1 call to another location.

**Transfer Key** - A key which is programmed to dial a telephone number, a selective routing transfer code, or a speed dial code to accomplish the transfer of calls.

**Trunk** - Typically, a communication path between central office switches, or between the 9-1-1 Control Office and the PSAP.

**Trunk Group** - One or more trunks terminated at the same two points.

**Trunk Line Service** - 9-1-1 telephone trunks from the telephone company central office where the 9-1-1 calls originate, to the control central office and from the control central office to the PSAP.

**Trunk Seizure** - The point in time at which a 9-1-1 call is assigned to a trunk and acknowledgment is provided by the equipment at the distant end.

**Uninterruptible Power Supply (UPS)** - An auxiliary power unit which provides continuous battery backup power in the event of a commercial power failure.

**Utility** - A public utility or a municipality, subject to Commission jurisdiction, which provides electric, gas, steam heat, sewer or water service.

**Vendor** - A person other than a local exchange carrier or a wireless provider who supplies 9-1-1 or wireless E-911 system services or equipment.

**Voice Carry Over (VCO)** - A method which utilizes both voice and text communications on the same call, allowing a person who is hearing impaired to speak directly to the other party and receive response via a TTY or other means for text communications.

**Wireless** - The family of Telecommunications services under the heading of Commercial Mobile Radio Telecommunications Service. Includes Cellular, Personal Communications Services (PCS), Mobile Satellite Services (MSS) and Enhanced Specialized Mobile Radio (ESMR).

**Wireless E-911 service** - Service provided by a wireless provider, pursuant to the FCC E-911 Order.

**Wireless E-911 State plan** - A document to be prepared, maintained and kept current by the Pennsylvania Emergency Management Agency providing for all aspects of the development, implementation, operation and maintenance of a Statewide integrated wireless E-911 system, including the exclusive authority to formulate technical standards and determine permitted uses of and amounts disbursed from the Wireless E-911 Emergency Services Fund established by section 5311.4(a).

**Wireless E-911 surcharge** - A monthly fee assessed upon each wireless service customer for each wireless two-way communication device for which that customer is charged by a wireless provider for wireless service.

**Wireless E-911 system** - An E-911 system which permits wireless service customers dialing 911 to be connected to a public safety answering point for the reporting of police, fire, medical or other emergency situation.

**Wireless Phase I** - Required by FCC Report and Order 96-264 pursuant to Notice of Proposed Rulemaking (NPRM) 94-102. The delivery of a wireless 9-1-1 call with call-back number and identification of the cell-sector from which the call originated. Call routing is determined by cell-sector.

**Wireless Phase II** - Required by FCC Report and Order 96-264 pursuant to Notice of Proposed Rulemaking (NPRM) 94-102. The delivery of a wireless 9-1-1 call with Phase I requirements plus location of the caller within 125 meters sixty seven percent of the time and Selective Routing based upon those coordinates.

**Wireless Provider** - A person engaged in the business of providing wireless service to end-use customers in this Commonwealth, including resellers.

**Wireless Service** - Commercial mobile radio service as defined under section 332(d) of the Communications Act of 1934 (47 U.S.C. § 332(d)), and which provides real-time, two-way voice service that is interconnected with the public switched telephone network.

**Wireless Service Customer** - A person who is billed by a wireless provider or who receives prepaid wireless telephone service from a wireless provider for wireless service within this Commonwealth.