# NENA
# Master Glossary
# Of
# 9-1-1 Terminology

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NENA recommends that this document be utilized in its electronic format, rather than in printed form.
The document contains hyperlinks to many external resources that are more easily accessed electronically.
The most current version of this document can be found at: https://www.nena.org/page/Glossary.
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NENA recognizes that there may other ways to define the terms and abbreviations in this master glossary, but the definitions listed have the meaning that NENA is using in our documents.
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## Acknowledgments

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NENA Development Steering Council Approval Date: 06/22/2021

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# Table of Contents

# 1   Executive Overview

## 1.1 Purpose and Scope of Document

This "NENA Master Glossary of 9-1-1 Terminology" document is a guide for readers of NENA publications and tool for members of the NENA committees that prepare them. It defines the terms, acronyms and definitions associated with the 9-1-1 industry. Intended users of this document are any person needing NENA's definition/description of a 9-1-1 related term. Guidelines for including terms, abbreviations, and definitions in the Glossary are listed in the NENA Knowledge Base.

To find publicly available additional information about any of these terms, use your preferred Internet search tool (Google, Bing, Yahoo, etc.). To find instances where a term is used within NENA documents, use the search function provided at https://www.nena.org. For best results, enter the term within quotes (example "any term").

## 1.2 Benefits

Use of this "NENA Master Glossary of 9-1-1 Terminology" will:

- provide a consistent definition for all definitions and acronyms identified with NENA Standards documents produced by the NENA Committees
- reduce the work required to establish definitions for consistently utilized terms and acronyms

## 1.3 Reason for Issue/Reissue

NENA reserves the right to modify this document. Upon revision, the reason(s) will be provided in the table below.

| Version | Date | Reason for Changes |
|---------|------|--------------------|
| Original | March 1998 | Initial Document |
| 2 | October 2002 | Updated to include new terms utilized within NENA standards documents and to adjust existing definitions to comply with technology improvements. |
| 3 | February 2003 | Updated to include new terms utilized in revised 02-011 standard document and new 06-002, 06-003 standard documents. |
| 4 | October 2004 | Updated to include new/revised terms utilized in the following documents:<br>• 03-501, Network Quality Assurance<br>• 03-502, Trunking for Private Switch 9-1-1 Service; Future 9-1-1 Models TID |

| Version | Date | Reason for Changes |
|---|---|---|
| | | • 05-001, Implementation of the Wireless Emergency Service Protocol E2 Interface<br>• 05-501, SS7 guidelines for MSC to Selective Router Connectivity<br>• 07-501, E9-1-1 and Emerging Technologies |
| 5 | February 2005 | Updated to reflect Operations Committees input and use of this document as well as Technical Committees. |
| 6 | November 2005 | Updated to include terms and acronyms utilized in the following documents:<br><br>• 03-503, SS7 Guidelines for Wireline and VoIP Emergency Services Gateway Interconnection to 9-1-1 Selective Routers TID<br>• 03-504, PSAP Callback to all 9-1-1 Callers, Combating Wireless E9-1-1 Fraud and Mobile Emergency Services (E9-1-1M) TID<br>• 52-002, Managers Guide to Title II: Direct Access<br>• 53-002, Mutual Aid Standard/Model Recommendation<br>• 54-501, Human Resources Sub-Committee Resource List OID<br>• 56-502, Minimum Standards for Emergency Telephone Notification Systems<br>• 56-502, Milepost OID |
| 7 | April 2006 | This update changes the document number for the NENA Master Glossary of 9-1-1 Terminology from 01-002 to 00-001. The number change moves the document to the General Administrative section of NENA Standards utilized for standards that are applicable to all Committees.<br><br>Update includes terms and acronyms utilized in the following documents:<br><br>• 08-001, Interim VoIP Architecture for Enhanced 9-1-1 Services (i2)<br>• 52-003, Call Taker Proficiency and Quality Assurance<br>• 02-502, Company ID Registration Service |
| 8 | November 2006 | Updated to include terms and acronyms utilized in the following documents:<br><br>• 02-501, Wireless (Pre-XML) Static and Dynamic ALI Data Content |

| Version | Date | Reason for Changes |
|---|---|---|
| | | • 03-503, Technical Information Document on Rate Center Consolidation<br>• 08-001, Interim VoIP Architecture for Enhanced 9-1-1 Services (i2) Definitions<br>• 08-504, VoIP Standards Development Organizations<br>• 54-002, Hearing Standards for Public Safety Telecommunicators<br>• 56-005, Call Answering Standard/Model Recommendation<br>• 56-503, Wide Area/Statewide Emergency Notification Systems<br>• 58-502, VoIP Funding and Regulatory Issues |
| 9 | 03/30/2007 | Updated to include terms and acronyms utilized in the following documents:<br><br>• 02-013, NENA Data Standards for the Provisioning & Maintenance of MSAG Files to VDBs & ERDBs<br>• 02-503, NENA Technical Information Document on XML Namespaces<br>• 03-002, NENA Standard for the Implementation of Enhanced MF Signaling, E9-1-1 Tandem to PSAP<br>• 03-505, NENA Technical Information Document on Rate Center Consolidation Technical Information Document<br>• 04-005, NENA ALI Query Service Standard<br>• 08-505, NENA VoIP Recommended Method(s) for Location Determination to Support IP-Based Emergency Services Technical Information Document<br>• 08-751, NENA i3 Technical Requirements Document<br>• 08-752, NENA Technical Requirements Document for Location Information to Support IP –Based Emergency Services<br>• 53-501, NENA Hazard and Vulnerability Analysis Operation Information Document<br>• 53-502, NENA Resources Analysis Operations Information Document |
| 10 | 06/01/2007 | Updated to include terms and acronyms utilized in the following documents:<br><br>• General 9-1-1 & VoIP terms and definitions |

| Version | Date | Reason for Changes |
|---|---|---|
| | | • 03-506, NENA E9-1-1 Voice Circuits Requirements Document<br>• 04-002, NENA PSAP Master Clock Standard<br>• 07-504, NENA Automatic Collision Notification and Vehicle Telematics Technical Information Document<br>• 53-503, NENA PSAP Survivability Operations Information Document<br>• 56-505, Guidelines for Handling Call Regarding Missing and Exploited Children Operations Information Document<br>• 57-002, NENA Wireless Maintenance Call Routing and Testing Verification Standard<br>• 58-001, NENA IP Capable PSAP Minimum Operational Requirements Standard |
| 11 | 05/16/2008 | Updated to include terms and acronyms utilized in the following documents:<br><br>• 00-002, NENA Standards Advisory Committee (SAC) Membership, Roles and Responsibilities Document, Versions 1 & 2<br>• 01-001, Technical Committee Organizational Structure and Document Development & Approval Process, Version 4<br>• 02-010, NENA Standard Formats & Protocols for ALI Data Exchange, ALI Response & GIS Mapping<br>• 02-013, NENA Data Standards for the Provisioning & Maintenance of MSAG Files to VDBs & ERDBs, V2<br>• 02-014, NENA GIS Data Collection and Maintenance Standards<br>• 03-004, NENA Standard for E9-1-1 Functional Entity Model Version 2<br>• 03-008, NENA Recommended Standard for E9-1-1 Default Assignment and Call Routing Functions<br>• 08-002, NENA Functional and Interface Standards for Next Generation 9-1-1 (i3)<br>• 51-001, NENA Operations Committee Organization and Document Development & Approval Process<br>• 52-502, NENA Video Relay Service & IP Relay Service PSAP Interaction OID<br>• 53-504, NENA Drills and Exercises OID |

| Version | Date | Reason for Changes |
|---------|------|--------------------|
| | | • APCO-NENA-ANS1-102-2-2010, APCO-NENA Service Capability Criteria Rating Scale<br>• 56-002, NENA Standard for NORAD/FAA Notification: Airborne Events Version 2<br>• 56-506, NENA PSAP Site Selection Criteria Operations Information Document<br>• 57-503, NENA Procedures for Notification of ERDB and VPC Operators of ESN Changes by 9-1-1 Administrator |
| 12 | 07/15/2009 | Updated to include terms and acronyms utilized in the following documents:<br><br>• 2-001, NENA Information Document for Synchronizing Geographic Information System databases with MSAG & ALI, Version 1<br>• 01-001, Technical Committee Organizational Structure and Document Development & Approval Process, Version 4.1<br>• 02-013, NENA Data Standards for the Provisioning and Maintenance of MSAG Files to VDBs and ERDBs<br>• 02-502, Company ID Registration Service, Version 3<br>• 03-507, ESQK Guidelines for VoIP to E9-1-1 Connectivity<br>• 06-502, Industry Common Mechanism for MLTS E9-1-1 Caller Information<br>• 06-750, Model Legislation, Enhanced 9-1-1 for Multi-Line Telephone Systems, Version 2 (Converted from 06-501)<br>• 52-001, E9-1-1 TTY Training, Version 2<br>• 53-506, NENA Intra-Agency Agreements Model Recommendations, Version 1<br>• 53-507, NENA Virtual PSAP Management, Version 1<br>• 56-006, Emergency Call Processing Protocol Standard Model<br>• 56-507, NENA Railroad & PSAP Interaction, Version 1 |
| 13 | 03/17/2010 | Updated to provide new numbering structure for Joint Committee developed documents in section 1.5 and to include terms and acronyms utilized in the following documents: |

| Version | Date | Reason for Changes |
|---|---|---|
| | | • 03-508, NENA Impacts of Using a Common Trunk Group to Carry Calls of Multiple Service Types into a Legacy Selective Router, Version 1<br>• 56-508, NENA Protocol for Handling Calls Regarding Human Trafficking, Version 1<br>• 70-001, NENA Registry System Standard, Version 1<br>• 71-001, NENA Standard for NG9-1-1 Additional Data Version 1 |
| 14 | 09/29/2010 | Updated to include terms and acronyms utilized in the following documents:<br>• 71-502, An Overview of Policy Rules for Call Routing and Handling in NG9-1-1 |
| 15 | 02/24/2011 | Updated to reflect Operations Committees input and use of this document as well as Technical Committees. |
| 16 | 08/21/2011 | Updated to include terms and acronyms utilized in the following documents:<br>• 08-003, Detailed Functional and Interface Specification for the NENA i3 Solution – Stage 3<br>• 57-750, NG9-1-1 System and PSAP Operational Features and Capabilities Requirements<br>• 56-509, NENA/APCO Best Practices Model for Providing Emergency Medical Dispatch Services Operations Information Document |
| NENA-ADM-000.17-2012 | 12/04/2012 | Updated to include terms and acronyms utilized in the following documents:<br>• 08-506 v1, NENA Emergency Services IP Network Design for NG9-1-1<br>• 75-502 v1, Next Generation 9-1-1 (NG-SEC) Audit Checklist<br>• ESIF Proposal<br>• Edits to reflect DSC/NDG structure |
| NENA-ADM-000.18-2013 | 09/09/2013 | Updated to include terms and acronyms utilized in the following documents:<br>• NENA-INF-001, Social Networking in 9-1-1 PSAPs |

| Version | Date | Reason for Changes |
|---|---|---|
| | | • NENA-INF-002, Effect of Mass Calling Events<br>• NENA-INF-003, Potential Points of Demarcation in NG9-1-1 Networks Information Document<br>• NENA-STA-00,1 NENA Suicide Prevention Standard<br>• NENA-STA-002, NENA Standard on 9-1-1 Acute/Traumatic and Chronic Stress Management<br>• NENA-STA-003, NENA Standard for NG9-1-1 Policy Routing Rules<br>• NENA-INF-004, NENA Operational Impacts of Devices and Sensors Information Document |
| NENA-ADM-000.19-2014 | 07/29/2014 | A complete republication, including the addition of terms and acronyms utilized in the following recently approved documents:<br>• NENA/APCO-INF-005, Emergency Incident Data Document (EIDD) Information Document<br>• NENA-STA-004, Next Generation United States Civic Location Data Exchange Format (CLDXF) Standard<br>And the removal of terms that were commonly understood, or not unique to 9-1-1 terminology. |
| NENA-ADM-000.20-2016 | 12/20/2016 | Updated to include terms and acronyms utilized in the following documents:<br>• NENA-STA-007.2-2014 (originally 54-002), NENA Hearing Standards for Telecommunicators<br>• NENA-INF-009.1-2014, Requirements for a National Forest Guide Information Document<br>• NENA-INF-012.2-2015, Inter-Agency Agreements Model Recommendations Information Document<br>• NENA-INF-013.2-2015 (originally 52-502), Video Relay Service & IP Relay Service PSAP Interaction Information Document<br>• NENA-INF-014.1-2015, NENA Information Document for Development of Site/Structure Address Point GIS Data for 9-1-1<br>• NENA-INF-017.2-2015, PSAP Disaster & Contingency Plans Model Recommendation |

| Version | Date | Reason for Changes |
|---|---|---|
| | | • NENA-STA-009.2-2015, Mutual Aid Standard/Model Recommendation |
| | | • NENA-ADM-001.2-2015, NENA Development Group Organizational Structure |
| | | • NENA-ADM-002.3-2015, NENA Document Development and Approval Process |
| | | • APCO/NENA ANS 3.105.1-2015, Minimum Training Standard for TTY/TDD Use in the Public Safety Communications Center |
| | | • APCO/NENA ANS 1.107.1-2015, Standard for the Establishment of a Quality Assurance and Quality Improvement Program for Public Safety Answering Points |
| | | • APCO / NENA ANS 1.105.2-2015, Standard for Telecommunicator Emergency Response Taskforce (TERT) Deployment |
| | | • NENA/APCO-REQ-001.1.1-2016, NENA/APCO NG9-1-1 PSAP Requirements Document |
| | | • NENA-REQ-002.1-2016, NENA Next Generation 9-1-1 Data Management Requirements |
| | | • NENA-STA-013.2-2016 (originally 56-507), NENA Public Safety Communications & Railroad Interaction Standard Operating Procedures |
| | | • NENA-INF-019.2-2016 (originally 53-501), NENA Hazard and Vulnerability Analysis Information Document |
| | | • NENA-STA-010.2-2016 (originally 08-003), NENA Detailed Functional and Interface Standards for the NENA i3 Solution |
| | | • NENA-INF-015.1-2016, NENA NG9-1-1 Security Information Document |
| | | • NENA-STA-026.5-2016 (previously NENA 04-002, Issue 4), NENA PSAP Master Clock Standard |
| | | Additional work: |
| | | • Removed terms that were commonly understood, or not unique to 9-1-1 terminology |
| | | • Moved abbreviations from rear to front of term. |

| Version | Date | Reason for Changes |
|---|---|---|
| | | • Combined acronyms into terms table and provided definitions for all. |
| NENA-ADM-000.21-2017 | 08/08/2017 | Updated to include terms and acronyms utilized in the following documents:<br>• NENA-STA-005.1-2017, NENA Standards for the Provisioning & Maintenance of GIS Data to ECRF & LVF<br>• NENA-INF-018.1-2017, NENA Non-Mobile Wireless Service Interaction Information Document<br>• NENA-INF-015.1-2016, NG9-1-1 Security Information Document<br>• NENA-INF-020.2-2017 (originally 53-503), NENA PSAP Survivability Information Document<br>• APCO NENA 2.105.1-2017, NG9-1-1 Emergency Incident Document (EIDD)<br>• NENA-INF-022.2-2017, NENA Protocol for Handling Calls Regarding Human Trafficking Information Document |
| NENA-ADM-000.22-2018 | 04/13/2018 | Added EIDD/IDX FAQs. Updated to include terms and acronyms utilized in the following documents:<br>• NENA-STA-012.2-2017, NENA Standard for NG9-1-1 Additional Data<br>• NENA-INF-023.1-2017, NENA Call Blocking Information Document<br>• NENA-REF-011.1-2018, EIDD& IDX Frequently Asked Questions (FAQ)<br>• NENA-INF-016.2-2018, NENA Emergency Services IP Network Design Information Document |
| NENA-ADM-000.23-2020 | 01/20/2020 | Updated to include terms and acronyms utilized in the following documents:<br>• NENA-INF-010.2-2018, NENA Succession Planning Information Document<br>• NENA-STA-006.1-2018, NENA Standard for NG9-1-1 GIS Data Model |

| Version | Date | Reason for Changes |
|---|---|---|
| | | • NENA-STA-019.1-2018, NENA NG9-1-1 Call Processing Metrics Standard (ANSI Approved)<br><br>• NENA-STA-027.3-2018 (Originally 04-001), NENA E9-1-1 PSAP Equipment Standards<br><br>• NENA-INF-027.1-2018, NENA Information Document for Location Validation Function Consistency<br><br>• NENA-STA-015.10-2018 (Originally 02-010), NENA Standard Data Formats for E9-1-1 Data Exchange & GIS Mapping<br><br>• NENA-INF-017.3-2018, NENA Communications Center/PSAP Disaster and Contingency Plans Model Recommendation |
| NENA-ADM-000.24-2020 | | A complete republication that involved a review of every term in the Master Glossary, including the addition and update of terms and acronyms utilized in the following recently approved documents:<br><br>• NENA-STA-007.3-2020, NENA Hearing Standards for Public Safety Telecommunicators<br><br>• NENA-INF-011.2-2020, NENA NG9-1-1 Policy Routing Rules Operations Guide<br><br>• NENA-INF-028.1-2020, NENA Information Document for GIS Data Stewardship for Next Generation 9-1-1<br><br>• NENA-INF-030.1-2020, NENA Impact of IoT Devices and Emergency Calling Applications Information Document<br><br>• NENA-INF-040.1-2020, NENA Managing & Monitoring NG9-1-1 Information Document<br><br>• NENA-ADM-001.5-2019, NENA Development Group Organizational Structure and Operational Procedures<br><br>• NENA-INF-042.1-2021, NENA PSAP Readiness for Real-Time Text (RTT) Information Document<br><br>• NENA-STA-011.1-2021, NENA Standards for 9-1-1 Professional Education<br><br>• NENA-STA-043.1-2021, NENA NG9-1-1 Data Flow Standard |

| Version | Date | Reason for Changes |
|---|---|---|
| | | • NENA-INF-044.1-2021, NENA Peer Support Team Development, Implementation, and Oversight<br><br>Additional work:<br><br>• Removal of EIDD/IDX FAQs section as it is an unnecessary duplication of a published PDF and Knowledge Base article.<br>• Removal of terms that were commonly understood, obsolete, not unique to 9-1-1 terminology, did not exist in NENA documents, had better definitions found elsewhere, or were self-explanatory.<br>• Added and updated references to NENA documents or other external sources.<br>• Combined related terms under a primary term. |

## 2 Terms/Abbreviations/Definitions

| Term or Abbreviation (Expansion) | Definition / Description | (A)dd, (C)hange |
|---|---|---|
| *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 Authority* | A State, County, Regional or other governmental entity responsible for 9-1-1 service operations. For example, this could be a county/parish or other local government, a special 9-1-1 or Emergency Communications District, a Council of Governments or other similar body. <br><br>**Also known as:** <br> • *AHJ (Authority Having Jurisdiction)* <br> • *9-1-1 Governing Authority* | |
| *9-1-1 Map Display* | The part of the Human Machine Interface (HMI) that displays emergency event location and calling device location information on a map. | |
| *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, software applications, databases, components and operations & management procedures required to provide 9-1-1 service. This may include commercial, governmental and human resources. | |

| Term or Abbreviation (Expansion) | Definition / Description | (A)dd, (C)hange |
|---|---|---|
| *AACN (Advanced Automatic Collision Notification)* | An emergency call placed by a vehicle, initiated either automatically or manually, conveying telematics data. "Advanced" indicates that the call carries advanced telematics data such as information about a crash, rollover, fire, or other incident, the vehicle description and location, etc.<br><br>**Also known as:**<br>*Telematics Call*<br><br>**Related Terms:**<br>*ACN (Automatic Collision Notification)*<br>The same as AACN but without the advanced aspects.<br>*NG-AACN (Next-Generation AACN)*<br>An AACN call using NG9-1-1 and conveying the data in the call set-up, so the call can be identified as an AACN during routing and call handling, and the data may be available to call handling equipment and a call taker immediately.<br><br>**Relevant NENA Documents:**<br>NENA-INF-030, NENA Impact of IoT Devices and Emergency Calling Applications Information Document<br><br>**External References:**<br>• RFC 8148, Next-Generation Vehicle-Initiated Emergency Calls<br>• APCO AACN/VEDS Schema and Supporting Documentation | C |
| *Abandoned Call* | An emergency Call in which the caller disconnects before the Call can be answered by the PSAP (Public Safety Answering Point).<br><br>**Relevant NENA Documents:**<br>NENA-STA-019, NENA NG9-1-1 Call Processing Metrics Standard | |

| Term or Abbreviation (Expansion) | Definition / Description | (A)dd, (C)hange |
|---|---|---|
| *Access Line* | The connection between a customer premises network interface and the Local Exchange Carrier that provides access to the PSTN (Public Switched Telephone Network). | |
| *Access Provider* | Any organization that arranges for an individual or an organization to have access to the Internet. | |
| *ACD (Automatic Call Distributor)* | 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. | |
| *ACL (Access Control List)* | A security mechanism used to allow or deny access to either computing or networking systems (e.g., access through a firewall). | |
| *Acoustic Coupler* | In telecommunications, an acoustic coupler is an interface device for converting electrical signals to auditory signals and vice-a-versa, usually into and out of a traditional telephone handset. It consists of the rubber cups that hold the telephone handset on a TTY device. | |

| Term or Abbreviation (Expansion) | Definition / Description | (A)dd, (C)hange |
|---|---|---|
| **ADA (Americans with Disabilities Act)** | Federal Legislation passed into law July 26, 1990, that prohibits discrimination on the basis of disabilities. The Americans with Disabilities Act (ADA) is a landmark civil rights law that both identifies and prohibits discrimination on the basis of disability in employment, state and local government, public accommodations, commercial facilities, transportation, and telecommunications. This Act requires all Public Safety Answering Points (PSAPs) to provide direct and equal access to emergency telephone services for people with disabilities who use teletypewriters (TTY/TDDs), which are also known as telecommunications devices for the deaf. This means that the personnel answering calls at the PSAP level must be able to directly receive TTY/TDD calls and must be able to engage in TTY/TDD conversation.<br><br>**Relevant NENA Documents:**<br>APCO/NENA ANS 3.105.1-2015, Minimum Training Standard for TTY/TDD Use in the Public Safety Communications Center | C |
| **Additional Data** | Data that further describe the nature of how the call was placed, the person(s) associated with the device placing the call, or the location the call was placed from. There are three types of Additional Data:<br>• Additional Data for the Call<br>• Additional Data for the Caller<br>• Additional Data for the Location<br><br>**Relevant NENA Documents:**<br>• NENA-STA-012, NENA Standard for NG9-1-1 Additional Data<br>• NENA-STA-010, Detailed Functional and Interface Standards for the NENA i3 Solution | |

| Address Types | NENA describes several different types of addresses in their documents: | A |
| --- | --- | --- |
| | **Civic Address** | |
| | Any city-style address that includes a house number and a street name is considered a Civic Address. Civic Addresses include a community name that may or may not be recognized by the USPS or be MSAG valid. Civic Addresses may be used as Postal address if recognized by the USPS. Civic Addresses may be used as MSAG addresses if they are an exact match to the MSAG address. A rural route delivery address or FPO or APO address is not considered a Civic Address. | |
| | **Postal Address** | |
| | Address recognized and used by the USPS (United States Postal Service) for delivery of mail. A postal address is frequently not a valid address for 9-1-1 purposes. | |
| | **Service Address** | |
| | The physical location of a (static) subscriber access line. If available, a Service Address is the recommended address for 9-1-1 use. (May be different from the listed address or billing address.) | |
| | **Subaddress** | |
| | A component of a Civic Address that provides differentiation between features having a common street name and address number. For example: apartment, suite or lot number. | |
| | **Relevant NENA Documents:** | |
| | • NENA-STA-004, NENA Next Generation 9-1-1 (NG9-1-1) United States Civic Location Data Exchange Format (CLDXF) Standard | |
| | • NENA-INF-028, NENA Information Document for GIS Data Stewardship for Next Generation 9-1-1 | |
| | • NENA-STA-015, NENA Standard Data Formats for 9-1-1 Data Exchange & GIS Mapping | |
| | **External References:** | |
| | Postal Addressing Standards, Publication 28 | |

| Term or Abbreviation (Expansion) | Definition / Description | (A)dd, (C)hange |
|---|---|---|
| **ADM (NENA Administrative Document)** | NENA Administrative (ADM) documents describe the organizational structure of the association and its committees, establish the processes for document development and approval, and provide the appropriate forms to document committee work. ADM documents are developed and maintained by the Development Group Administrative Committee's Document Management Working Group and approved by the DSC and NENA Board.<br><br>**Relevant NENA Documents:**<br>NENA-ADM-001, NENA Development Group Organizational Structure and Operational Procedures | A |
| **Administrative ESN (Emergency Service Number)** | A 3-5 digit number that represents an ESZ (Emergency Service Zone). It is stored in the MSAG (Master Street Address Guide) and is returned from an ALI (Automatic Location Identification) query. The Administrative ESN facilitates dispatching of the proper emergency service agency(ies). An Administrative ESN is assigned to each MSAG range to associate the physical addresses to an ESZ. It is used to display ELT (English Language Translations) and may be used by CPE (Customer Premises Equipment) to transfer calls to the correct responder. An Administrative ESN may not be the same as a routing ESN (Refer to Routing ESN) | |
| **ADR (Additional Data Repository)** | A data storage facility for Additional Data. The ADR dereferences a URI passed in a SIP Call-Info header field or PIDF-LO <provided-by> element and returns an Additional Data object block. It replaces and deprecates the concept of CIDB (Call Information Database) previously defined in NENA-STA-010.<br><br>**Relevant NENA Documents:**<br>• NENA-STA-010, Detailed Functional and Interface Standards for the NENA i3 Solution<br>• NENA-STA-012, NENA Standard for NG9-1-1 Additional Data | |

| Term or Abbreviation (Expansion) | Definition / Description | (A)dd, (C)hange |
|---|---|---|
| **AES (Advanced Encryption Standard)** | A FIPS (Federal Information Processing Standard)-approved cryptographic algorithm that is used to protect electronic data.<br><br>**Relevant NENA Documents:**<br>NENA-STA-010, Detailed Functional and Interface Standards for the NENA i3 Solution | |
| **AFLT (Advanced Forward Link Trilateration)** | A type of handset-based position location technology. Unlike A-GPS, AFLT does not use GPS satellites to determine location. To determine location, the phone takes measurements of signals from nearby cellular base stations (towers) and reports the time/distance readings back to the network, which are then used to triangulate an approximate location of the handset. In general, at least three surrounding base stations are required to get an optimal position fix.<br><br>**Relevant NENA Documents:**<br>NENA-STA-015, NENA Standard Data Formats for 9-1-1 Data Exchange & GIS Mapping | |
| **Agency** | In NG9-1-1, an organization that is connected directly or indirectly to the ESInet. Public safety agencies are examples of Agency. An entity such as a company that provides a service in the ESInet can be an Agency. Agencies have identifiers and credentials that allow them access to services and data.<br><br>**Relevant NENA Documents:**<br>NENA-STA-010, Detailed Functional and Interface Standards for the NENA i3 Solution | |
| **Agency Identifier** | A domain name for an agency used as a globally unique identifier.<br><br>**Relevant NENA Documents:**<br>NENA-STA-010, Detailed Functional and Interface Standards for the NENA i3 Solution | |

| Term or Abbreviation (Expansion) | Definition / Description | (A)dd, (C)hange |
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| **Agent** | In NG9-1-1, an Agent is an authorized person - employee, contractor or volunteer, who has one or more roles, in an Agency. An Agent can also be an automaton in some circumstances (e.g., an IMR answering a call).<br><br>**Relevant NENA Documents:**<br>NENA-STA-010, Detailed Functional and Interface Standards for the NENA i3 Solution | |
| **A-GPS (Assisted-Global Positioning System)** | A system that often significantly improves the startup performance—i.e., time-to-first-fix (TTFF) - of a GPS satellite-based positioning system. A-GPS is extensively used with GPS-capable cellular phones, as its development was accelerated by the U.S. FCC's 9-1-1 requirement to make cell phone location data available to emergency call dispatchers.<br><br>**Relevant NENA Documents:**<br>NENA-STA-015, NENA Standard Data Formats for 9-1-1 Data Exchange & GIS Mapping | |
| **AIP (Access Infrastructure Provider)** | The entity providing physical communications access to the subscriber. This access may be provided over telco wire, CATV cable, wireless or other media. Usually, this term is applied to purveyors of broadband internet access but is not exclusive to them.<br><br>**Relevant NENA Documents:**<br>NENA-STA-010, Detailed Functional and Interface Standards for the NENA i3 Solution | |
| **ALE (Access Location Entity)** | A network entity or function that provides network measurements to a LIS allowing the LIS to correlate a device with a physical location.<br><br>**Relevant NENA Documents:**<br>NENA 08-505, NENA Recommended Method(s) for Location Determination to Support IP-Based Emergency Services - Technical Information Document (TID) | |

| Term or Abbreviation (Expansion) | Definition / Description | (A)dd, (C)hange |
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| **ALI (Automatic Location Identification)** | The automatic display at the PSAP of the caller's telephone number, the address/location of the telephone, and supplementary emergency services information of the location from which a call originates.<br><br>**Related Terms:**<br>**ALI Request**<br>A query for an ALI record sent from the PSAP to the ALI database.<br>**ALI Retrieval**<br>The process by which a PSAP queries an ALI database with an ALI Request and receives a response with location and other available information.<br>**Customer Name Field**<br>The portion of traditional Automatic Location Identification format where the Customer Name or other pre-populated identifying information is displayed to the 9-1-1 Telecommunicator.<br><br>**Relevant NENA Documents:**<br>NENA-STA-027, NENA E9-1-1 PSAP Equipment Standards | |
| **ALRS (Agency Locator Record Store)** | A web service that, when presented with an agency locator URI, returns the agency locator record. | |
| **Alternate Address Record** | The Postal equivalent to the MSAG or any other alternate address required (i.e., an alias street name – John Carpenter Freeway vs. Highway 121). | |
| **Alternate Routing** | The capability of routing 9-1-1 calls to a designated alternate location(s) if all 9-1-1 trunks 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. | |

| Term or Abbreviation (Expansion) | Definition / Description | (A)dd, (C)hange |
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| **ANI (Automatic Number Identification)** | Telephone number associated with the call origination, originally associated with the access line of the caller.<br><br>**Related Terms:**<br>***ANI Controller***<br>A stand-alone CPE component which provides the ANI decoding and function key control for 9-1-1 service.<br>***ANI II Digits***<br>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.<br>***pANI (Pseudo Automatic Number Identification), Routing Number***<br>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.<br><br>**Relevant NENA Documents:**<br>NENA-STA-027, NENA E9-1-1 PSAP Equipment Standards | |
| **ANS (American National Standard)** | A standard document accredited by ANSI (American National Standards Institute). | C |
| **ANSI (American National Standards Institute)** | Entity that coordinates the development and use of voluntary consensus standards in the United States and represents the needs and views of U.S. stakeholders in standardization forums around the globe.<br><br>**External References:**<br>ANSI website | |

| Term or Abbreviation (Expansion) | Definition / Description | (A)dd, (C)hange |
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| **ANSI BSR (Board of Standards Review)** | The American National Standards Institute Board of Standards Review is responsible for the approval and withdrawal of American National Standards.<br><br>**External References:**<br>ANSI website: Board of Standards Review | |
| **Answering Position** | The workstation at which 9-1-1 calls are answered and responded to by the Telecommunicator.<br><br>**Also known as:**<br>• **Call Taker Position**<br>• **Telecommunicator Position** | |
| **AOA (Angle of Arrival)** | A terrestrial Location Determination Technology (LDT) that computes a transmitter's location based upon the angle at which the transmitter's radio signal strikes multiple receivers. | |
| **APCO (Association of Public Safety Communications Officials)** | APCO is the world's oldest and largest not-for-profit professional organization dedicated to the enhancement of public safety communications.<br><br>**External References:**<br>APCO website | |
| **API (Application Programming Interface)** | A set of routines, protocols, and tools for building software applications. The API specifies how software components should interact and APIs may be used when programming GUI (Graphical User Interface) components. | |
| **AQS (ALI Query Service)** | The NENA XML schema that defines the ALI interface between the ALI Database and the PSAP.<br><br>**Relevant NENA Documents:**<br>NENA 04-005, NENA ALI Query Service Standard | |

| Term or Abbreviation (Expansion) | Definition / Description | (A)dd, (C)hange |
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| **ASL (American Sign Language)** | A natural visual-spatial language which is governed by complex linguistic rules and parameters that are distinct from spoken and written languages. It is most commonly used by the Deaf community in the United States and parts of Canada.<br><br>**Relevant NENA Documents:**<br>NENA-INF-013, NENA Video Relay Service & IP Relay Service PSAP Interaction Information Document | C |
| **ASL Gloss (American Sign Language Gloss)** | A simplified notational system used to transcribe American Sign Language into another language. This is most often used in settings where video is not available. American Sign Language does not have a written form and glossing should not be taken as such.<br><br>**Relevant NENA Documents:**<br>• NENA-INF-013, NENA Video Relay Service & IP Relay Service PSAP Interaction Information Document<br>• APCO/NENA ANS 3.105.1-2015, Minimum Training Standard for TTY/TDD Use in the Public Safety Communications Center | C |
| **ASN (Autonomous System Number)** | A unique globally available number used to identify an autonomous system that enables it to exchange exterior routing information with other neighboring autonomous systems.<br><br>**External References:**<br>Internet Assigned Numbers Authority (IANA) website | |
| **ASRR (Average Sector Radius Range)** | The average distance from a point (e.g., cell tower) that scribes an arc depicting a sector under average operating conditions. | |

| Term or Abbreviation (Expansion) | Definition / Description | (A)dd, (C)hange |
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| **ATIS (Alliance for Telecommunications Industry Solutions)** | A U.S.-based organization that is committed to rapidly developing and promoting technical and operations standards for the communications and related information technologies industry worldwide using a pragmatic, flexible and open approach.<br><br>**Relevant NENA Documents:**<br>NENA 08-504, VoIP Standards Development Organizations – NENA Technical Information Document (TID)<br><br>**External References:**<br>ATIS website | |
| **Authoring Working Group** | The group that approves the content of a NENA document and whose vote (by the group's eligible voters) demonstrates evidence of consensus. | C |
| **Authorized Observer** | A Working Group role available to Committee Co-Chairs, DSC Advisors, NENA Staff and Executive Board members who may participate in WGs, but do not have voting rights. | |
| **Average Busy Hour** | The 1-hour period during the week statistically shown over time to be the hour in which the most telephone calls are received. | |
| **AVL (Automatic Vehicle Location)** | A means for determining the geographic location of a vehicle and transmitting this information. | |
| **B2BUA (Back-to-Back User Agent)** | A SIP element that relays signaling mechanisms while performing some alteration or modification of the messages that would otherwise not be permitted by a proxy server.<br>A logical entity that receives a request and processes it as a UAS (user agent server). In order to determine how the request should be answered, it acts as a UAC (user agent client) and generates requests. Unlike a proxy server it maintains dialog state and must participate in all requests sent on the dialogs it established. | |

| Term or Abbreviation (Expansion) | Definition / Description | (A)dd, (C)hange |
|---|---|---|
| **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. | |
| **Baudot Code** | A five-bit encoding scheme developed for Telex transmission that represents text, numerals, punctuation and control signals. It is the standard transmission signaling scheme used by TDD/TTY devices. **Relevant NENA Documents:** NENA-STA-027, NENA E9-1-1 PSAP Equipment Standards | |
| **BCF (Border Control Function)** | Provides a secure entry into the ESInet for emergency calls presented to the network. The BCF incorporates firewall, admission control, and may include anchoring of session and media as well as other security mechanisms to prevent deliberate or malicious attacks on PSAPs or other entities connected to the ESInet. | |
| **BGP (Border Gateway Protocol)** | A protocol designed to exchange routing and reachability information among autonomous systems. **Relevant NENA Documents:** NENA-INF-016, NENA Emergency Services IP Network Design (ESIND) Information Document | |
| **BISACS (Building Information Services and Control System)** | A computer-based system that allows access to building information such as its structural layout and/or monitors a particular building or set of buildings for alerts. **Relevant NENA Documents:** NENA-STA-010, Detailed Functional and Interface Standards for the NENA i3 Solution | |

| Term or Abbreviation (Expansion) | Definition / Description | (A)dd, (C)hange |
|---|---|---|
| **Business Day** | A 24 hour period of time beginning at midnight that is established by the Database Management System Providers' and/or Service Providers' hours of operation. Business days do not normally include Saturday and Sunday or any Provider's recognized holidays. | |
| **Busy Hour** | The hour each day with the greatest emergency call volume at a PSAP. | C |
| **CAD (Computer Aided Dispatch)** | A computer-based system, which aids PSAP Telecommunicators by automating selected dispatching and record keeping activities.<br><br>**Related Terms:**<br>**UCAD (Unified Computer Aided Dispatch)**<br>A detailed, comprehensive, and unified set of functional requirements for CAD (Computer Aided Dispatch), developed by the IJIS Institute and APCO (Association of Public Safety Communications Officials International).<br><br>**Relevant NENA Documents:**<br>NENA-STA-027, NENA E9-1-1 PSAP Equipment Standards<br><br>**External References:**<br>Unified CAD Functional Requirements | |

| Term or Abbreviation (Expansion) | Definition / Description | (A)dd, (C)hange |
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| **CALEA (Commission on Accreditation for Law Enforcement Agencies)** | Created in 1979 as a credentialing authority through the joint efforts of law enforcement's major executive associations:<br>• IACP (International Association of Chiefs of Police);<br>• NOBLE (National Organization of Black Law Enforcement Executives);<br>• NSA (National Sheriffs' Association); and<br>• PERF (Police Executive Research Forum).<br>The purpose of CALEA's Accreditation Programs is to improve the delivery of public safety services, primarily by: maintaining a body of standards, developed by public safety practitioners, covering a wide range of up-to-date public safety initiatives; establishing and administering an accreditation process; and recognizing professional excellence.<br>**External References:**<br>CALEA website | |
| **Call** | A generic term referring to any request for public safety assistance, regardless of the media used to make that request. This term may appear in conjunction with specific media, such as "voice Call", "video Call", "text Call", or "data-only Call" when the specific media is of importance. The term "non-interactive Call" refers to an emergency Call that is initiated automatically, carries data, does not establish a two-way interactive media session, and typically does not involve a human at the "initiating" end.<br>**Relevant NENA Documents:**<br>NENA-STA-019, NENA NG9-1-1 Call Processing Metrics Standard | |
| **Call Back** | The capability to re-contact the calling party. | |

| Term or Abbreviation (Expansion) | Definition / Description | (A)dd, (C)hange |
|---|---|---|
| **Call Handling** | A Functional Element concerned with the details of the management of calls. It handles all communication from the caller. It includes the interfaces, devices and applications utilized by the Agents to handle the call.<br><br>**Relevant NENA Documents:**<br>NENA-REQ-001, NENA Next Generation 9-1-1 Public Safety Answering Point Requirements | |
| **Call Identifier** | A globally unique identifier assigned by the first element in the first ESInet which handles a call. | |
| **Call Progress Signals** | Audible cues to advise 9-1-1 callers of the status of their call. (e.g., Busy Tone, Reorder Tone) | |
| **Call Queuing** | The method of selection of which calls get passed to the outgoing trunk group when there are more call originations than terminating members on the outgoing trunk. | |
| **Call Relay** | Forwarding of pertinent information by a Telecommunicator to the appropriate response agency (not to be confused with Telephone Relay Service). | |
| **Call Routing** | The function of delivering the 9-1-1 call to the appropriate PSAP. | |
| **Call Server** | Used in the Interim VoIP Architecture For Enhanced 9-1-1 Services standard to refer to the entity in a private or public IP domain that provides service to endpoints in an emergency caller's home domain and that interworks with the SIP servers and other elements in the IP domain used to support emergency services call routing in the i3 solution. The Call Server may use SIP or some other VoIP signaling protocol within its own serving domain. | |

| Term or Abbreviation (Expansion) | Definition / Description | (A)dd, (C)hange |
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| **Call Set-up Time** | In wireline telephony, the amount of time between when a caller dials the last one (1) in 9-1-1 and the call is presented to the appropriate PSAP. In wireless and IP telephony, the amount of time between when a caller presses "send" (or equivalent) and the call is presented to the appropriate PSAP. | C |
| **Calling Party Hold** | The capability of the PSAP to maintain control of a 9-1-1 caller's access line, even if the caller hangs up.<br><br>**Also known as:**<br>**Caller Hold** | |
| **CAMA (Centralized Automated Message Accounting)** | A type of in-band analog transmission protocol that transmits telephone number via multi-frequency encoding. Originally designed for billing purposes. | |
| **CAP (Common Alerting Protocol)** | A general format for exchanging emergency alerts, primarily designed as an interoperability standard for use among warning systems and other emergency information systems.<br><br>**Related Terms:**<br>**CAP message**<br>A notification using the Common Alerting Protocol. CAP is used within the ESInet to send alerts from automated systems to PSAPs, and is also used to communicate data between agencies without a call.<br><br>**Relevant NENA Documents:**<br>NENA-STA-010, Detailed Functional and Interface Standards for the NENA i3 Solution<br><br>**External References:**<br>OASIS Common Alerting Protocol | |
| **Carrier** | In the context of 9-1-1 database vernacular, a business entity that provides a function to a customer base, typically for a fee. Examples of carriers and associated services are; a Local Exchange Carrier providing PSTN service, a VoIP Service Provider providing VoIP service, an Internet Service Provider providing email service. | |

| Term or Abbreviation (Expansion) | Definition / Description | (A)dd, (C)hange |
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| **CAS (Call/CallPath/Channel Associated Signaling)** | **Call Associated Signaling**<br>Allows for the device position or location information to be delivered to the emergency services network in the call signaling as part of the call setup information. With Call Associated Signaling, the originating network pushes the position information to an ESNE (Emergency Services Network Entity).<br><br>**CallPath Associated Signaling**<br>A method for delivery of wireless 9-1-1 calls in which the Mobile Directory Number and other call associated data are passed from the Mobile Switching Center to the PSAP via the voice path.<br><br>**Channel Associated Signaling**<br>An option for the signaling channel (time slot 16) of an E1 interface; ITU G.704. Used on digital interfaces for signaling.<br><br>**Relevant NENA Documents:**<br>• NENA 05-501, NENA Technical Information Document - SS7 Guidelines for MSC to Selective Router Connectivity<br>• NENA-INF-003, NENA Potential Points of Demarcation in NG9-1-1 Networks Information Document | C |
| **CDR (Call Detail Record)** | A record stored in a database recording the details of a received or transmitted call. The data information sent to the ALI computer by a remote identifying device (PBX, Call Position Identifier, …)<br><br>**Relevant NENA Documents:**<br>NENA-STA-010, Detailed Functional and Interface Standards for the NENA i3 Solution | |
| **Cell Sector** | One face of a cell site (typically 3-sided) that operates independently of the other sectors.<br><br>**Also known as:**<br>*Cell Face* | C |
| **Cell Site** | The location of a cell tower and related equipment. | C |

| Term or Abbreviation (Expansion) | Definition / Description | (A)dd, (C)hange |
|---|---|---|
| **Centrex** | A business telephone service offered by some Local Exchange Carriers that provides PBX type features over access lines. | |
| **Centroid** | A point within and at the center of the physical extent of a real-world object, as represented in a GIS. | |
| **CERT (Community Emergency Response Team)** | A FEMA-sponsored training program to enable local volunteers to assist first responders in disaster response.<br><br>**External References:**<br>Department of Homeland Security CERT website | |
| **Certificate Authority** | A trusted entity that issues digital certificates. The Certificate Authority conducts a vetting process to ensure that the holder of the digital certificate is who they claim to be. Digital certificates are an essential part of secure communication and play an important part in the PKI (Public Key Infrastructure). | |
| **CGL (Calling Geodetic Location)** | An ISUP parameter that indicates the X/Y coordinates of the calling party.<br><br>**Relevant NENA Documents:**<br>NENA 05-501, NENA Technical Information Document - SS7 Guidelines for MSC to Selective Router Connectivity | |
| **CHGN (Charge Number)** | A parameter within SS7 and MF signaling to designate the telephone number that would be billed for the call (billing is not applicable to 9-1-1 calls).<br><br>**Relevant NENA Documents:**<br>NENA 05-501, NENA Technical Information Document - SS7 Guidelines for MSC to Selective Router Connectivity | |
| **CHS (Call Handling System)** | Communications software system and equipment used to receive and process Calls.<br><br>**Relevant NENA Documents:**<br>NENA-INF-011, NENA NG9-1-1 Policy Routing Rules Operations Guide | A |

| Term or Abbreviation (Expansion) | Definition / Description | (A)dd, (C)hange |
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| **CID (Company Identifier)** | NENA Company Identifiers (also known as Company IDs or CIDs) allow 9-1-1 centers to quickly identify the telephone company or access infrastructure provider responsible for a particular telephone number.<br><br>**Related Terms:**<br>**Access Infrastructure Provider ID, Company Identifier (ID) 1, CID 1**<br>A 3-5 character identifier that distinguishes the entity providing voice service (e.g., Wireline, Wireless, VoIP, PBX, etc.) to the end user. The company identifier registry is maintained by NENA in a nationally accessible database.<br>**Data Provider Company ID, Company Identifier (ID) 2, CID 2**<br>A 3-5 character identifier that distinguishes the source of the ALI record information (e.g., service provider/reseller/private switch owner, or telematics provider).<br>**SPID (Service Provider Identifier), OCN (Operating Company Number)**<br>A four (4) character, numeric service provider identification code assigned by the NECA (National Exchange Carrier Association) to Local Exchange Carriers. It does not include resellers, private switch owners or others not acting as LEC's who are sending customer's transaction record data to the 9-1-1 databases.<br><br>**Relevant NENA Documents:**<br>• NENA Company Identifier Program website<br>• Company Identifier Application Instructions website | C |
| **cid (Content Identifier [Content-ID])** | An identifier used to refer to a MIME (Multipurpose Internet Mail Extensions) block.<br><br>**Relevant NENA Documents:**<br>NENA-STA-010, Detailed Functional and Interface Standards for the NENA i3 Solution | |

| Term or Abbreviation (Expansion) | Definition / Description | (A)dd, (C)hange |
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| **CIF (Critical Issues Forum)** | Periodic events presented as a public service, focusing on emerging and significant topics in emergency communications. CIFs typically provide one to three day workshops featuring industry experts. | |
| **Circuit-Switched Networks** | A type of network in which a physical path is obtained for and dedicated to a single connection between two end-points in the network for the duration of the connection. Ordinary voice phone service is circuit-switched. | |
| **CISA (Cybersecurity and Infrastructure Security Agency)** | A federal agency that is the Nation's risk advisor, working with partners to defend against today's threats and collaborating to build more secure and resilient infrastructure for the future. "CISA Central" replaces the NCCIC (National Cybersecurity and Communications Integration Center).<br><br>**External References:**<br>CISA website | C |
| **CISC (Canadian radio-television and telecommunications commission Interconnection Steering Committee)** | The Steering Committee for the CRTC (Canadian Radio-Television and Telecommunications Commission).<br><br>**External References:**<br>CRTC Interconnection Steering Committee website | |
| **CISD (Critical Incident Stress Debriefing)** | Refers to a structured group discussion, usually provided 1 to 10 days post crisis, and designed to mitigate acute symptoms, assess the need for follow-up and, if possible, provide a sense of post-crisis psychological closure.<br><br>**Relevant NENA Documents:**<br>NENA-INF-044, NENA Peer Support Team Development, Implementation, and Oversight | A |

| Term or Abbreviation (Expansion) | Definition / Description | (A)dd, (C)hange |
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| **CISM (Critical Incident Stress Management)** | Refers to a team comprised of peers and mental health professionals who train and work together to help personnel through traumatic and/or critical incidents. These teams play a crucial role following a critical incident by providing group defusing and debriefing meetings and coordinated conversations to mitigate stress reactions and provide guidance on coping. CISM Teams may be local, regional, or from different parts of the US, as it is strongly discouraged for peers to debrief their own personnel. <br><br>**Relevant NENA Documents:** <br>NENA-INF-044, NENA Peer Support Team Development, Implementation, and Oversight | A |
| **CJIS (Criminal Justice Information Services)** | Serves as the focal point and central repository for criminal justice information services in the FBI. Programs initially consolidated under the CJIS Division included the NCIC (National Crime Information Center), UCR (Uniform Crime Reporting), and Fingerprint Identification. In addition, responsibility for several ongoing technological initiatives was transferred to the CJIS Division, including the IAFIA (Integrated Automated Fingerprint Identification System), NCIC 2000, and the NIBRS (National Incident-Based Reporting System). <br><br>**Relevant NENA Documents:** <br>NENA-REQ-001, NENA Next Generation 9-1-1 Public Safety Answering Point Requirements <br><br>**External References:** <br>Criminal Justice Information Services website | |

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| **CLDXF (Civic Location Data Exchange Format)** | A United States emergency services profile of PIDF-LO that defines a set of standard data elements that describe detailed street address information.<br><br>**CLDXF Terms:**<br>**Additional Location Information**<br>A part of a subaddress that is not a building, floor, unit, room, or seat.<br>**Address Number**<br>The numeric identifier of a location along a thoroughfare or within a defined community.<br>**Address Number Prefix**<br>An extension of the Address Number that precedes it and further identifies a location along a thoroughfare or within a defined area.<br>**Address Number Suffix**<br>An extension of the Address Number that follows it and further identifies a location along a thoroughfare or within a defined area.<br>**Building**<br>One among a group of buildings that have the same address number and complete street name.<br>**Complete Landmark Name**<br>The name by which a prominent site/structure is publicly known. The Complete Landmark Name for a CLDXF record is composed of the Landmark Name Parts in that record.<br>**Country**<br>The name of a country represented by its two-letter ISO 3166-1 English country alpha-2 code elements in capital letters.<br>**County**<br>The name of county or county-equivalent where the address is located. A county (or its equivalent) is the primary legal division of a state or territory.<br>**Floor**<br>A floor, story, or level within a building.<br>**Incorporated Municipality** | |

The name of the incorporated municipality or other general-purpose local governmental unit (if any) where the address is located.

**Landmark Name Part**

The name or collection of names by which a prominent feature is publicly known. This element is defined in CLDXF as a US specific extension of PIDF-LO per RFC 6848.

**Milepost**

A distance travelled along a route such as a road or highway, typically indicated by a milepost sign. There is typically a post or other marker indicating the distance in miles/kilometers from or to a given point.

**Neighborhood Community**

The name of an unincorporated neighborhood, subdivision or area, either within an incorporated municipality or in an unincorporated portion of a county or both, where the address is located.

**Place Type**

The type of feature identified by the address.

**Postal Code**

A system of 5-digit codes that identifies the individual USPS Post Office or metropolitan area delivery station associated with an address, which may optionally be enhanced by four additional digits that identify a specific range of USPS delivery addresses.

**Postal Community Name**

A city name for the ZIP Code of an address, as given in the USPS City State file.

**Room**

A single room within a building.

**Seat**

A place where a person might sit within a building.

**State**

The name of a state or state equivalent, represented by the two-letter abbreviation given in USPS Publication 28, Appendix B. A state is a primary governmental division of the United States.

**Street Name**

The element of the complete street name that identifies the particular street (as opposed to any street types, directionals, and modifiers).

**Street Name Post Directional**

A word following the Street Name element that indicates the direction taken by the street from an arbitrary starting point or line, or the sector where it is located.

**Street Name Post Modifier**

A word or phrase that follows and modifies the Street Name element but it is separated from it by a Street Name Post Type or a Street Name Post Directional or both.

**Street Name Post Type**

A word or phrase that follows the Street Name element and identifies a type of thoroughfare in a complete street name.

**Street Name Pre Directional**

A word preceding the Street Name element that indicates the direction taken by the street from an arbitrary starting point or line, or the sector where it is located.

**Street Name Pre Modifier**

A word or phrase that:
- precedes and modifies the Street Name element, but is separated from it by a Street Name Pre Type or a Street Name Pre Directional or both, or
- is placed outside the Street Name element so that the Street Name element can be used in creating a sorted (alphabetical or alphanumeric) list of complete street names.

**Street Name Pre Type**

A word or phrase that precedes the Street Name element and identifies a type of thoroughfare in a complete street name.

**Street Name Pre Type Separator**

A preposition or prepositional phrase between the Street Name Pre Type and the Street Name. This

| Term or Abbreviation (Expansion) | Definition / Description | (A)dd, (C)hange |
|---|---|---|
| | element is defined in CLDXF as a US specific extension of PIDF-LO per RFC 6848. | |
| | **Unincorporated Community** | |
| | The name of an unincorporated community, either within an incorporated municipality or in an unincorporated portion of a county, or both, where the address is located. | |
| | **Unit** | |
| | A group or suite of rooms within a building that are under common ownership or tenancy, typically having a common primary entrance. | |
| | **Relevant NENA Documents:** | |
| | NENA-STA-004, NENA Next Generation 9-1-1 (NG9-1-1) United States Civic Location Data Exchange Format (CLDXF) Standard | |
| | **External References:** | |
| | RFC 6848, Specifying Civic Address Extensions in the Presence Information Data Format Location Object (PIDF-LO) | |

| Term or Abbreviation (Expansion) | Definition / Description | (A)dd, (C)hange |
|---|---|---|
| *Client ID* | An identifier for an instance of a Location Object (Geo Location, Civic Location or both) that is stored in a LIS. | |
| *CLLI (Common Language Location Identifier)* | An identifier used in the North American telecommunications industry to specify the location of equipment. For example, an 8 to 11 character code assigned to a central office to designate the physical location. | |
| *CMRS (Commercial Mobile Radio Service)* | A US FCC designation for any carrier or licensee whose wireless network is connected to the public switched telephone network. | |
| *CO (Central Office)* | The Local Exchange Carrier facility where access lines are connected to switching equipment for connection to the Public Switched Telephone Network.<br><br>**Also known as:**<br>*EO (End Office)*<br><br>**Related Terms:**<br>*Serving Central Office*<br>The facility from which a subscriber is served. | |
| *Code Point* | A code for a requested QoS action used in the Diffserv QoS mechanism on an IP network. The code point is sent in the TOS field of an IP packet.<br><br>**Relevant NENA Documents:**<br>NENA-INF-016, NENA Emergency Services IP Network Design (ESIND) Information Document | |

| Term or Abbreviation (Expansion) | Definition / Description | (A)dd, (C)hange |
|---|---|---|
| **CODEC (Coder/DECoder or Compression/DECompression)** | In communications engineering: integrated circuits, or chips that perform data conversion. In this context, the term is an acronym for "coder/decoder." This type of codec combines analog-to-digital conversion and digital-to-analog conversion functions in a single chip. In personal and business computing applications, the most common use for such a device is in a modem.<br><br>The term codec is also an acronym that stands for "compression/decompression." A codec is an algorithm, or specialized computer program, that reduces the number of bytes consumed by large files and programs. In order to minimize the amount of storage space required for a complicated file, such as a video, compression is used. Compression works by eliminating redundancies in data. Compression can be done for any kind of file, including text, programs, images, audio, video, and virtual reality (VR). Compression can reduce the size of a file by a factor of 100 or more in some cases. For example, a 15-megabyte video might be reduced to 150 kilobytes. The uncompressed file would be far too large to download from the Web in a reasonable length of time, but the compressed file could usually be downloaded in a few seconds. For viewing, a decompression algorithm, which "undoes" the compression, would have to be used. | |
| **Collaboration Functional Element** | A Functional Element that provides for collaborative communications among agents, both within and between agencies.<br><br>**Related Terms:**<br>**IM (Instant Messaging)**<br>A method of communication generally using text where more than a character at a time is sent between parties nearly instantaneously.<br><br>**Relevant NENA Documents:**<br>NENA-REQ-001, NENA Next Generation 9-1-1 Public Safety Answering Point Requirements | |

| Term or Abbreviation (Expansion) | Definition / Description | (A)dd, (C)hange |
|---|---|---|
| **COLT (Cell On Light Truck)** | Area mobile cell site on smaller box trucks and limited with respect to the cell phone network, as opposed to the fully functional COW (cell on wheels). | |
| **Common Trunk Group** | A trunk group that carries calls that originates from more than one service type or more than one carrier.<br><br>**Also known as:**<br>**Shared Trunk Group**<br><br>**Relevant NENA Documents:**<br>NENA 03-508, NENA Impacts of Using a Common Trunk Group to Carry Calls of Multiple Service Types into a Legacy Selective Router Technical Information Document (TID) | |
| **Communications Assistant** | General term for person who voices text and types speech (IP Relay or TRS) or who interprets ASL conversation between callers (VRS). "Communications Assistant" supersedes the term "TDD operator". A communications assistant is an employee of the TRS (Telecommunications Relay Service) provider who transliterates conversation from text to voice and from voice to text between two end users of TRS.5.<br><br>**Related Terms:**<br>**Qualified Interpreter**<br>An individual who interprets effectively, accurately, and impartially, both receptively and expressively, between American Sign Language and spoken English. [FCC 47 C.F.R. § 64.604 (a)(1)(iv)]<br><br>**Relevant NENA Documents:**<br>APCO/NENA ANS 3.105.1-2015, Minimum Training Standard for TTY/TDD Use in the Public Safety Communications Center | C |

| Term or Abbreviation (Expansion) | Definition / Description | (A)dd, (C)hange |
|---|---|---|
| *Conference Transfer* | The capability to bridge a third party onto an existing call. <br><br>**Also known as:** <br>*Three-way Calling* | |
| *Confidence / Uncertainty* | *Confidence* <br> The mathematically derived statistical estimate indicating how sure the measuring system is that the wireless Phase 2 location data estimate is accurate, within the bounds defined by the Uncertainty value. This is expressed as a percentage, such as 90%, or 45% etc. The specific value is not representative of the accuracy of the PDE locating system. <br> *Uncertainty* <br> The mathematically derived statistical estimate, expressed in meters, indicating the size of the area used in the calculation of Confidence. The specific value IS NOT representative of the accuracy of the PDE locating system. <br> NOTE: Because of the differences in the way that location vendors have implemented their technologies, the resulting Confidence & Uncertainty values cannot be viewed consistently across multiple carriers. Example (not indicative of any particular company): <br> • Wireless Service Provider "A" sends the following C&U 90%, 115 meters <br> • Wireless Service Provider "B" sends the following C&U 80%, 115 meters <br><br> **Relevant NENA Documents:** <br> • NENA-STA-010, Detailed Functional and Interface Standards for the NENA i3 Solution <br> • NENA-STA-015, NENA Standard Data Formats for 9-1-1 Data Exchange & GIS Mapping | |

| Term or Abbreviation (Expansion) | Definition / Description | (A)dd, (C)hange |
|---|---|---|
| **Congestion Control** | A method of controlling traffic when there are insufficient resources to meet demand, for example more requests for calls than there are trunks. It may be achieved by rejecting requests, and/or diverting calls. | |
| **Consensus Body** | The group that approves the content of a standard and whose vote demonstrates evidence of consensus. The voting members of the Working Group are deemed to be the Consensus Body for purposes of the document review and approval process. Consensus is documented by a formal approval ballot.<br><br>**Relevant NENA Documents:**<br>NENA-ADM-001, NENA Development Group Organizational Structure and Operational Procedures | C |
| **COOP (Continuity of Operations Plan)** | A plan to implement Continuity of Operations to ensure that Primary Mission Essential Functions continue to be performed during a wide range of emergencies, including localized acts of nature, accidents and technological or attack-related emergencies.<br><br>**Relevant NENA Documents:**<br>NENA-INF-010, NENA Succession Planning Information Document<br>**External References:**<br>• FEMA Continuity Resources and Technical Assistance website<br>• National Security Presidential Directive 51; Homeland Security Presidential Directive 20: National Continuity Policy | |

| Term or Abbreviation (Expansion) | Definition / Description | (A)dd, (C)hange |
|---|---|---|
| **CoS (Class of Service)** | A designation in E9-1-1 that defines the service category of the telephony service. A few examples are residential, business, Centrex, coin, PBX, VoIP and wireless Phase II (WPH2). <br><br> **Related Terms:** <br> **Fixed (Static)** <br> VoIP Class of Service sold as not having nomadic capability. Refers to an IP end-point that cannot move, is always in same location and always accesses a network from the same point. <br> **FX (Foreign Exchange) Service** <br> A telephone line switched in an exchange or central office other than the exchange or central office area in which the telephone is located. <br><br> **Relevant NENA Documents:** <br> NENA-STA-015, NENA Standard Data Formats for 9-1-1 Data Exchange & GIS Mapping | |
| **COW (Cell On Wheels)** | A mobile cell site that consists of a cellular antenna tower and electronic radio transceiver equipment on a truck or trailer, designed to be part of a cellular network typically on a temporary or short-term basis. | |
| **CPE (Customer Premises Equipment)** | Communications or terminal equipment located in the customer's facilities – Terminal equipment at a PSAP. <br><br> **Relevant NENA Documents:** <br> NENA-STA-027, NENA E9-1-1 PSAP Equipment Standards | |
| **CRDB (Coordinate Routing Database)** | A database where cell site addresses are provisioned. The CRDB provides a translation between a given position expressed in X, Y coordinates, to an ESZ (Emergency Services Zone), by determining the ESZ in which the coordinates are located. | |

| Term or Abbreviation (Expansion) | Definition / Description | (A)dd, (C)hange |
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| **CRM (Committee Resource Manager)** | A NENA staff or contractor position who provides administrative support to the DSC volunteer leadership and to the Process Review Committee (PRC).<br><br>**Relevant NENA Documents:**<br>NENA-ADM-001, NENA Development Group Organizational Structure and Operational Procedures | |
| **CRN (Contingency Routing Number)** | A 24x7 PSAP emergency number, or a routing number associated with a national or default call center. | |
| **CRTC (Canadian Radio-television and Telecommunications Commission)** | Supervises and regulates broadcasting and telecommunications systems in Canada.<br><br>**External References:**<br>CRTC website | |
| **CSRIC (Communications Security, Reliability and Interoperability Council)** | An advisory body of the FCC, formerly known as NRIC (Network Reliability and Interoperability Council), which provides recommendations to the FCC to ensure, among other things, optimal security and reliability of communications systems, including telecommunications, media, and public safety.<br><br>**Relevant NENA Documents:**<br>NENA 08-504, VoIP Standards Development Organizations – NENA Technical Information Document (TID)<br><br>**External References:**<br>CSRIC website | |
| **CTI (Computer Telephone Integration)** | Integrating telephone function into a computing device. | |
| **CTIA (Cellular Telephone Industry Association)** | An association for the wireless industry.<br><br>**External References:**<br>CTIA website | |

| Term or Abbreviation (Expansion) | Definition / Description | (A)dd, (C)hange |
|---|---|---|
| **CTX-IP (Centrex-based Internet Protocol)** | Telco voice service that provides Internet protocol based private automatic branch exchange or PABX-like features on all lines used by a single customer; the switching equipment is located at the central office and is operated and maintained by the Telco. | |
| **DAS (Distributed Antenna System)** | A network used to distribute RF signals from a central hub to a specific area with poor coverage or inadequate capacity. A DAS network consists of (i) a number of remote communications nodes deployed throughout the desired coverage area, each including at least one antenna for the transmission and reception of a wireless service provider's RF signals, (ii) a high capacity signal transport medium (typically fiber optic cable) connecting each node to a central communications hub site, and (iii) radio transceivers located at the hub site (rather than at each individual node as is the case for small cells) to process or control the communications signals transmitted and received through the antennas. DAS deployments may cover entire neighborhoods and involve hundreds of nodes connected to a single hub. Further, whereas small cells are usually operator-managed and support use by a single wireless service provider, DAS networks can often accommodate multiple wireless providers using different frequencies and/or wireless air interfaces. Economics as well as coverage and capacity needs may dictate different solutions in different scenarios, so use of DAS continues to evolve. In addition, other wireless technologies are also being developed and deployed that are similarly capable of being placed indoors or on top of short structures like utility poles.<br><br>**Relevant NENA Documents:**<br>NENA-INF-018, NENA Non-Mobile Wireless Service Interaction Information Document | |

| Term or Abbreviation (Expansion) | Definition / Description | (A)dd, (C)hange |
|---|---|---|
| *Data Domain* | An enumerated listing or range of valid values that may be used as an attribute. If no Data Domain is provided, then any value that meets the format criteria may be used.<br><br>**Relevant NENA Documents:**<br>• NENA-STA-006, NENA Standard for NG9-1-1 GIS Data Model<br>• NENA-INF-028, NENA Information Document for GIS Data Stewardship for Next Generation 9-1-1 | A |
| *DBMS (Data Base Management System)* | 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 E9-1-1 systems.<br><br>**Also known as:**<br>*DMS (Data Management System)*<br><br>**Relevant NENA Documents:**<br>NENA-STA-027, NENA E9-1-1 PSAP Equipment Standards | A |
| *DBMSP (Data Base Management System Provider)* | Entity providing Selective Routing (SR) and/or Automatic Location Identification (ALI) data services.<br><br>**Relevant NENA Documents:**<br>NENA 02-015, NENA Technical Standard for Reporting and Resolving ANI/ALI Discrepancies and No Records Found for Wireline, Wireless and VoIP Technologies | |
| *DCE (Data Communications Equipment)* | The designation for RS-232 and EIA/TIA-574 serial communication devices such as modems. DCE (Data Communications Equipment) typically connects to DTE (Data Terminal Equipment).<br><br>**Relevant NENA Documents:**<br>NENA-STA-027, NENA E9-1-1 PSAP Equipment Standards | |
| *Dedicated Trunk* | A telephone circuit used for a single purpose; such as transmission of 9-1-1 calls. | |

| Term or Abbreviation (Expansion) | Definition / Description | (A)dd, (C)hange |
|---|---|---|
| *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. **Related Terms:** *Default Route* The routing condition that occurs when a 9-1-1 call arrives at a switching or routing point with insufficient data to allow normal routing to the correct PSAP. *MSC (Mobile Switching Center) Default Route* The routing condition that occurs when: <br>• a wireless 9-1-1 call arrives at an MSC with insufficient data to allow normal routing to the correct PSAP, or <br>• all dedicated MSC to Selective Router trunks, primary and secondary routes, are out of service (i.e., trunk failure condition). <br>*MSC (Mobile Switching Center) Trunk Alternate Route* The routing condition that occurs when all trunks from the MSC to SR are out of service and calls need to be routed to the PSAP. The scenario represents an MSC to SR trunk failure condition versus an all trunks busy condition. **Relevant NENA Documents:** NENA 03-008, NENA Standard for E9-1-1 Default Assignment and Call Routing Functions | |
| *Delegate Credential Authorities* | An entity responsible for issuing certificates, which are derived from Valid Emergency Services Authority (VESA) certification, to the operators of network entities that utilize VESA certificates for the exchange of authenticated data on the i2-defined interfaces. Examples of delegate credential authorities may be PSAP operators, state emergency authorities, or regional 9-1-1 service providers. | |

| Term or Abbreviation (Expansion) | Definition / Description | (A)dd, (C)hange |
|---|---|---|
| **Demarcation Point** | A mutually-defined boundary dividing one area of responsibility from another.<br><br>**Also known as:**<br>*Point of Demarcation*<br><br>**Relevant NENA Documents:**<br>NENA-STA-003, NENA Standard for NG9-1-1 Policy Routing Rules | |
| **Dereference** | The act of exchanging a reference to an item by its value. For example, the dereference operation for location uses a protocol such as SIP or HELD to obtain a location value (PIDF-LO).<br><br>**Relevant NENA Documents:**<br>NENA-STA-010, Detailed Functional and Interface Standards for the NENA i3 Solution | |
| **Development Committee** | Committees in the NENA Development Group (NDG) established to address the complex operations and technology issues related to the provision and management of emergency communications services in specific topical areas.<br><br>**Related Terms:**<br>*NDG (NENA Development Group)*<br>*Committee/WG Member*<br>The inclusion of persons in NENA Committee/WG activities that may not be NENA Members, as defined by that specific term.<br><br>**Relevant NENA Documents:**<br>NENA-ADM-001, NENA Development Group Organizational Structure and Operational Procedures | |

| Term or Abbreviation (Expansion) | Definition / Description | (A)dd, (C)hange |
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| **Diffserv** | A quality of service mechanism for IP networks defined by the IETF. Diffserv is characterized by marking IP packets using a Codepoint and directing network devices to process packets using a "per-hop behavior" at each device based on those code points.<br><br>**Relevant NENA Documents:**<br>NENA-STA-010, Detailed Functional and Interface Standards for the NENA i3 Solution | C |
| **Direct [and equal] Access** | The ability to TTY calls without relying on an outside relay service or third party services to communicate with individuals with hearing and speech disabilities regardless of how the communication originated.<br><br>**Relevant NENA Documents:**<br>NENA-STA-035, NENA Standard Managers Guide to American with Disabilities (ADA) Title II: Direct Access | |
| **Direct Dispatch** | The performance of 9-1-1 service wherein upon receipt of an emergency call, a PSAP telecommunicator transmits, without delay, transfer, relay, or referral, all relevant available information to the appropriate public safety personnel or emergency responders. | C |

| Term or Abbreviation (Expansion) | Definition / Description | (A)dd, (C)hange |
|---|---|---|
| *Discrepancies* | As used in NENA documentation, a term used to describe records that do not match the associated database such as the MSAG database. Such discrepancies are referred to an error file or report for resolution.<br><br>**Relevant NENA Documents:**<br>• NENA-STA-010, Detailed Functional and Interface Standards for the NENA i3 Solution<br>• NENA-REQ-002, NENA Next Generation 9-1-1 Data Management Requirements<br>• NENA-STA-005, NENA Standards for the Provisioning and Maintenance of GIS data to ECRFs and LVFs<br>• NENA 02-015, NENA Technical Standard for Reporting and Resolving ANI/ALI Discrepancies and No Records Found for Wireline, Wireless and VoIP Technologies | C |
| *Dispatch System* | A Functional Element used to assign appropriate resources (emergency responders) to an incident, monitor the response and relay relevant information. Tracks and logs all transactions associated with the emergency response.<br><br>**Relevant NENA Documents:**<br>NENA-REQ-001, NENA Next Generation 9-1-1 Public Safety Answering Point Requirements | |
| *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.<br><br>**Also known as:**<br>*Route Diversity*<br><br>**Relevant NENA Documents:**<br>NENA 57-001, NENA Wireless E9-1-1 Overflow, Default and Diverse Routing Operational Standard | |

| Term or Abbreviation (Expansion) | Definition / Description | (A)dd, (C)hange |
|---|---|---|
| *Diverted Call* | A Call that was rerouted due to the nominal destination's unavailability or inability to accept. Calls may be diverted for conditions that are scheduled (e.g., maintenance, hours the PSAP is not staffed, etc.), or for events that cannot be scheduled (e.g., equipment or network failure, disasters, etc.)<br><br>**Related Terms:**<br>*Call Diversion*<br>The process that results in a diverted call.<br><br>**Relevant NENA Documents:**<br>NENA-STA-019, NENA NG9-1-1 Call Processing Metrics Standard | |
| *DMZ (Demilitarized Zone)* | In computer networks, a physical or logical sub-network that separates an internal local area network (LAN) from other untrusted networks, usually the Internet.<br><br>**Relevant NENA Documents:**<br>NENA 75-001, NENA Security for Next-Generation 9-1-1 Standard (NG-SEC) | |

| Term or Abbreviation (Expansion) | Definition / Description | (A)dd, (C)hange |
|---|---|---|
| **DNS (Domain Name System)** | A global, distributed, delegated database of records about domain names. Each type of record holds a specific type of information. DNS is queried with a domain name and desired record type. The response is the record data associated with the queried data. Some records contain an IP address for a domain name, other record types contain email or SIP server information for a domain name, etc.<br><br>**Related Terms:**<br>**Domain, Domain Name**<br>The domain name (hostname) of an agency or element in an ESInet.<br><br>**Relevant NENA Documents:**<br>• NENA-STA-010, Detailed Functional and Interface Standards for the NENA i3 Solution<br>• NENA-INF-016, NENA Emergency Services IP Network Design (ESIND) Information Document<br>• NENA 75-001, NENA Security for Next-Generation 9-1-1 Standard (NG-SEC)<br>• NENA 75-502, Next Generation 9-1-1 Security (NG-SEC) Audit Checklist<br>• NENA 04-503, NENA Technical Information Document Network/System Access Security | C |
| **DNSSEC (Domain Name System Security Extensions)** | A set of Internet Engineering Task Force (IETF) standards created to address vulnerabilities in the Domain Name System (DNS) and protect it from online threats.<br><br>**Relevant NENA Documents:**<br>• NENA-STA-010, Detailed Functional and Interface Standards for the NENA i3 Solution<br>• NENA-INF-016, NENA Emergency Services IP Network Design (ESIND) Information Document | |

| Term or Abbreviation (Expansion) | Definition / Description | (A)dd, (C)hange |
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| **DoS (Denial of Service)** | A type of cyber-attack intended to overwhelm the resources of the target and deny the ability of legitimate users of the target the normal service the target provides.<br><br>**Related Terms:**<br>**DDoS (Distributed Denial of Service Attack), Denial of Service Attack**<br>A cyber-attack where the attack source is more than one, often thousands of, unique IP addresses. A DDoS attack occurs when multiple systems flood the bandwidth or resources of a targeted system, usually one or more web servers. Such an attack is often the result of multiple compromised systems (for example a botnet) flooding the targeted system with traffic.<br>**TDoS (Telephone Denial of Service)**<br>Illegal attacks targeting the telephone network by generating numerous 9-1-1 phone calls, tying up the network and preventing an agency from receiving legitimate calls.<br><br>**Relevant NENA Documents:**<br>• NENA-STA-010, Detailed Functional and Interface Standards for the NENA i3 Solution<br>• NENA-INF-015, NENA NG9-1-1 Security Information Document | |
| **DR (Discrepancy Report)** | A discrepancy report (DR) function exists in NG9-1-1 to notify agencies and services (including the BCF, ESRP, ECRF, Policy Store, and LVF) when any discrepancy in a database is found. The discrepancy reporting audience is anyone who is using the data and finds a problem.<br><br>**Relevant NENA Documents:**<br>NENA-INF-040, NENA Managing & Monitoring NG9-1-1 Information Document | A |

| Term or Abbreviation (Expansion) | Definition / Description | (A)dd, (C)hange |
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| **DSC (Development Steering Council)** | A steering and alignment body for the Development Committees. It is led by two Co-Chairs, one appointed from the "Private Sector" membership classification and one from the "Public Sector" membership classification. In addition to the Co-Chairs, the DSC consists of two Co-Chairs from each Development Committee, NENA Staff, and an Executive Board Liaison.<br><br>**Relevant NENA Documents:**<br>NENA-ADM-001, NENA Development Group Organizational Structure and Operational Procedures | |
| **DSL (Digital Subscriber Line)** | A "last mile" solution that uses existing telephony infrastructure to deliver high speed broadband access. DSL standards are administered by the Broadband Forum<br><br>**External References:**<br>Broadband Forum website | C |
| **DSLAM (Digital Subscriber Line Access Multiplexer)** | A network device that delivers exceptionally high-speed data transmission over existing copper telephone lines. A DSLAM separates the voice-frequency signals from the high-speed data traffic and controls and routes digital subscriber line (xDSL) traffic between the subscriber's end-user equipment (router, modem, or network interface card [NIC]) and the network service provider's network.<br><br>**Relevant NENA Documents:**<br>NENA 08-505, NENA Recommended Method(s) for Location Determination to Support IP-Based Emergency Services - Technical Information Document (TID) | |

| Term or Abbreviation (Expansion) | Definition / Description | (A)dd, (C)hange |
|---|---|---|
| **DTE (Data Terminal Equipment)** | The designation for RS-232 and EIA/TIA-574 serial terminal devices such as data terminals or PCs. Data Terminal Equipment (DTE) typically connects to Data Communications Equipment (DCE).<br><br>**Relevant NENA Documents:**<br>• NENA-STA-027, NENA E9-1-1 PSAP Equipment Standards<br>• NENA-STA-028, NENA Recommended Generic Standards for E9-1-1 PSAP Intelligent Workstations | |
| **DTMF (Dual Tone Multi-Frequency)** | The transmission of a selected number or symbol (*, #) via the generation of a specific pair of tones when that number's or symbol's button on a push button telephone is pressed. The tones are audible and transmitted within the voice band.<br><br>**Relevant NENA Documents:**<br>NENA-STA-027, NENA E9-1-1 PSAP Equipment Standards | |
| **E.164 number** | An international numbering plan for public telephone systems in which each assigned number contains a country code (CC), a national destination code (NDC), and a subscriber number (SN). There can be up to 15 digits in an E.164 number. The E.164 plan was originally developed by the International Telecommunication Union (ITU).<br><br>**Relevant NENA Documents:**<br>NENA-STA-010, Detailed Functional and Interface Standards for the NENA i3 Solution | |

| Term or Abbreviation (Expansion) | Definition / Description | (A)dd, (C)hange |
|---|---|---|
| **E2 Interface** | An industry standard interface (defined in J-STD-036) used between a Mobile Positioning Center (MPC/GMLC) and an ALI database server. **Related Terms:** **E2, E2+** In NENA-STA-018.2-2020, the use of the term E2 is in most ways synonymous with the de facto term E2+, although E2+ is not documented in ANSI/J-STD-036-C-2-2017. **Relevant NENA Documents:** NENA-STA-018, NENA Standard for the Implementation of the Wireless Emergency Service Protocol E2 **External References:** TIA/EIA/J-STD-036, Interface between MPC/GMLC and ESME | |
| **E9-1-1 (Enhanced 9-1-1)** | A telephone system which includes network switching, database and Public Safety Answering Point premise elements capable of providing automatic location identification data, selective routing, selective transfer, fixed transfer, and a call back number. The term also includes any enhanced 9-1-1 service so designated by the Federal Communications Commission in its Report and Order in WC Docket Nos. 04-36 and 05-196, or any successor proceeding. **Relevant NENA Documents:** NENA-STA-027, NENA E9-1-1 PSAP Equipment Standards | |
| **EAB (Education Advisory Board)** | Appointed by the NENA President, members of the EAB provide the NENA Board of Directors with committee support in defining and developing NENA's educational mission. | |

| Term or Abbreviation (Expansion) | Definition / Description | (A)dd, (C)hange |
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| *ECC (Emergency Communications Center)* | A facility that is designated to receive requests for emergency assistance, including but not limited to 9-1-1 calls, and staffed to perform one or more of the following functions:<br>• Determine the location where an emergency response is being requested.<br>• Interrogate callers to identify, assess, prioritize, and classify requests for emergency assistance and other gathered information.<br>• Determine the appropriate emergency response required.<br>• Assess the available emergency response resources that are, or will be, available in the time required.<br>• Dispatch appropriate emergency response providers.<br>• Transfer or exchange requests for emergency assistance and other gathered information with other emergency communications centers and emergency response providers.<br>• Analyze and respond to communications received from emergency response providers and coordinate appropriate actions.<br>• Support incident command functions. | |

| Term or Abbreviation (Expansion) | Definition / Description | (A)dd, (C)hange |
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| **ECRF (Emergency Call Routing Function)** | A functional element in NGCS (Next Generation Core Services) which is a LoST protocol server where location information (either civic address or geo-coordinates) and a Service URN serve as input to a mapping function that returns a URI used to route an emergency call toward the appropriate PSAP for the caller's location or towards a responder agency.<br><br>**Related Terms:**<br>**External ECRF**<br>An ECRF instance that resides outside of an NGCS instance.<br>**Internal ECRF**<br>An ECRF instance that resides within and is only accessible from an NGCS instance.<br><br>**Relevant NENA Documents:**<br>• NENA-STA-019, NENA NG9-1-1 Call Processing Metrics Standard<br>• NENA-STA-010, Detailed Functional and Interface Standards for the NENA i3 Solution<br>• NENA-STA-005, NENA Standards for the Provisioning and Maintenance of GIS data to ECRFs and LVFs | |
| **ecrit (Emergency Context Resolution with Internet Technologies)** | An Internet Engineering Task Force (IETF) Working Group.<br><br>**Relevant NENA Documents:**<br>NENA 08-002, NENA Functional and Interface Standards for Next Generation 9-1-1<br><br>**External References:**<br>IETF ecrit website | |

| Term or Abbreviation (Expansion) | Definition / Description | (A)dd, (C)hange |
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| **EDXL (Emergency Data eXchange Language)** | A broad initiative to create an integrated framework for a wide range of emergency data exchange standards to support operations, logistics, planning and finance.<br><br>**Relevant NENA Documents:**<br>NENA-STA-010, Detailed Functional and Interface Standards for the NENA i3 Solution<br><br>**External References:**<br>OASIS website | |
| **EENA (European Emergency Number Association)** | A Brussels-based non-governmental organization set up in 1999 dedicated to promoting high-quality emergency services reached by the number 112 throughout the European Union.<br><br>**External References:**<br>EENA website | |
| **EIDO (Emergency Incident Data Object)** | A JSON-based (JavaScript Object Notation) object that is used to share emergency incident information between and among authorized entities and systems. NENA has adopted the JSON-based EIDO (Emergency Incident Data Object) for sharing incident information among authorized NG9-1-1 entities and systems.<br><br>**Relevant NENA Documents:**<br>• NENA-STA-010, Detailed Functional and Interface Standards for the NENA i3 Solution<br>• EIDO & IDX Frequently Asked Questions (PDF)<br>• EIDO & IDX Frequently Asked Questions (NENA Knowledge Base) | C |
| **EIGRP (Enhanced Interior Gateway Routing Protocol)** | A routing protocol that supports Ipv6 and may be used within regional ESInets.<br><br>**Relevant NENA Documents:**<br>NENA-INF-016, NENA Emergency Services IP Network Design (ESIND) Information Document | |

| Term or Abbreviation (Expansion) | Definition / Description | (A)dd, (C)hange |
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| *Element Identifier* | A logical name used to represent physical implementation of a functional element or set of functional elements as a single addressable unit. The form of an element identifier is a hostname.<br><br>**Relevant NENA Documents:**<br>NENA-STA-010, Detailed Functional and Interface Standards for the NENA i3 Solution | |
| *ELIN (Emergency Location Identification Number)* | A valid North American Numbering Plan format telephone number, assigned to the MLTS Operator by the appropriate authority that is used to route the call to a PSAP and is used to retrieve the ALI for the PSAP. The ELIN may be the same number as the ANI. The North American Numbering Plan number may in some cases not be a dialable number.<br><br>**Relevant NENA Documents:**<br>NENA-STA-015, NENA Standard Data Formats for 9-1-1 Data Exchange & GIS Mapping | |

| Term or Abbreviation (Expansion) | Definition / Description | (A)dd, (C)hange |
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| **ELT (English Language Translation)** | An alphanumeric description of the primary Law Enforcement, Fire and Emergency Medical Service agencies associated with a given Emergency Services Zone/Number. The ELT includes the name of the first-responder agency, and may include their station number (for dispatch purposes) and telephone number. Examples:<br><br>• ESN 123 translates to: <County> Sheriff, <County> Fire, <County> EMS<br><br>• ESN 130 translates to <City> Police, <City> Fire Station 57, <County> EMS<br><br>• ESN 135 translates to <City> Police 6th Precinct, <City> Fire Station 22, <City> EMS<br><br>(Where the element "<County>" or "<City>" is replaced with the actual County or City name.)<br><br>Some 9-1-1 systems support more than three agencies. In those cases, the ELT may contain additional listings for Advanced Life Support (Paramedics and Mobile Intensive Care Units), Medevac helicopter services, State or Marine Police, etc. | |
| **EMS (Emergency Medical Service)** | A service providing out-of-hospital acute care and transport to definitive care, to patients with illnesses and injuries which the patient believes constitute a medical emergency. | |

| Term or Abbreviation (Expansion) | Definition / Description | (A)dd, (C)hange |
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| **ENP (Emergency Number Professional)** | A certification that establishes the comprehensive body of knowledge for Emergency Number Professionals. Promotes a standard of competence for Emergency Number Professionals that will be recognized and accepted by the 9-1-1 profession, government agencies, the business community, and the general public. Ensures an awareness of current issues and developments in the 9-1-1 profession. Provides a formal recognition of individuals for professional achievement. Encourages professional growth and enhances the self-esteem of Emergency Number Professionals.<br><br>**Relevant NENA Documents:**<br>NENA-STA-011, NENA Standards for 9-1-1 Professional Education | A |

| Term or Abbreviation (Expansion) | Definition / Description | (A)dd, (C)hange |
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| **ENS (Emergency Notification Systems)** | General category for any systems used to notify persons or devices of an emergency. May include changeable message signs, sirens, telephone and other media.<br><br>**Related Terms:**<br>**LAENS (Large Area Emergency Notification System)**<br>A communications system used by a public safety agency to notify people in a large area about an emergency condition.<br>**WAENS (Wide Area Emergency Notification System)**<br>A communications system designed to deliver information (action or knowledge related) regarding a public safety, public service or emergency management event. Message recipients may include first responder staff from multiple jurisdictions, residents living in a small segment of a neighborhood/community or an entire county, motorists traveling on freeways or major thoroughfares or, quite simply, almost anyone anywhere.<br><br>**Relevant NENA Documents:**<br>NENA 56-003, NENA Minimum Standards for Emergency Telephone Notification Systems Document | |
| **Enterprise Network** | A large network connecting major points in a company or other organizations not part of the public telecommunications infrastructure.<br><br>**Relevant NENA Documents:**<br>• NENA 08-501, NENA Technical Information Document on the Network Interface to IP Capable PSAP<br>• NENA 08-752, NENA Technical Requirements Document (TRD) for Location Information to Support IP-Based Emergency Services | |

| Term or Abbreviation (Expansion) | Definition / Description | (A)dd, (C)hange |
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| *Enumeration* | A type of data element whose value is one of a specified set of labels or names. For example, one could have an enumeration whose possible values are selected from the set "Online", "Offline", and "Maintenance".<br><br>**Relevant NENA Documents:**<br>NENA-STA-008, NENA Registry System Standard | |
| *EOC (Emergency Operations Center)* | A central command and control facility responsible for carrying out the principles of emergency preparedness and emergency management, or disaster management functions at a strategic level during an emergency, and ensuring the continuity of operation of a company, political subdivision or other organization.<br><br>**Relevant NENA Documents:**<br>NENA-INF-039, NENA Public Safety Answering Point Site Selection Criteria Information Document | |
| *E-OTD (Enhanced Observed Time Difference)* | A standard for the location of mobile telephones. The location method works by multilateration. Conceptually, the handset makes an observation of the time difference of arrival of signals from two different base stations.<br><br>**Relevant NENA Documents:**<br>NENA-STA-015, NENA Standard Data Formats for 9-1-1 Data Exchange & GIS Mapping | |

| Term or Abbreviation (Expansion) | Definition / Description | (A)dd, (C)hange |
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| **EPSG (European Petroleum Survey Group)** | A group formed in 1986 comprised of specialist surveyors, geodesists and cartographers from Oil Companies based in Europe and having international operations, which maintains and publishes a data set of parameters for coordinate reference system and coordinate transformation description.<br><br>**Relevant NENA Documents:**<br>• NENA-STA-006, NENA Standard for NG9-1-1 GIS Data Model<br>• NENA-STA-005, NENA Standards for the Provisioning and Maintenance of GIS data to ECRFs and LVFs | |
| **ERDB (Emergency Routing Database)** | A database containing routing information associated with each Emergency Service Zone (ESZ) in a serving area. It supports the boundary definitions for ESZs and the mapping of civic address or geo-spatial coordinate location information to a particular ESZ.<br><br>**Relevant NENA Documents:**<br>NENA 57-503, NENA Procedures for Notification of ERDB and VPC Operators of ESN Changes by 9-1-1 Administrator Operations Information Document | |
| **ES (Emergency Service) 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.<br><br>**Relevant NENA Documents:**<br>NENA 03-502, Trunking for Private Switch 9-1-1 Service Technical Information Document (TID) | |

| Term or Abbreviation (Expansion) | Definition / Description | (A)dd, (C)hange |
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| **ESCO (Emergency Service Central Office Number)** | 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 "911-0TTT" (or 911-TTTT) with TTT identifying the incoming trunk group.<br><br>**Relevant NENA Documents:**<br>NENA 08-502, NENA Generic E9-1-1 Requirements Technical Information Document (TID) | |
| **ESGW (Emergency Services Gateway)** | The signaling and media interworking point between the IP domain and conventional trunks to the E9-1-1 SR that use either Multi-Frequency [MF] or Signaling System #7 [SS7] signaling. The ESGW uses the routing information provided in the received call setup signaling to select the appropriate trunk (group) and proceeds to signal call setup toward the SR using the ESQK to represent the Calling Party Number/Automatic Number Identification (ANI) information.<br><br>**Relevant NENA Documents:**<br>• NENA 03-507, ESQK Guidelines for VoIP to E9-1-1 Connectivity<br>• NENA 03-503, NENA SS7 Guidelines for Wireline and VoIP Emergency Services Gateway Interconnection to 9-1-1 Selective Routers | |

| Term or Abbreviation (Expansion) | Definition / Description | (A)dd, (C)hange |
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| **ESIF (Emergency Services Interconnection Forum)** | An open, technical/operational forum, under the auspices of the Alliance For Telecommunications Industry Solutions, with the voluntary participation of interested parties to identify and resolve recognized 9-1-1 interconnection issues. "The interest of all members will be served by observing the principles of openness, fairness, consensus, and due process. ESIF will liaise with standards and governmental organizations to apprise them of its deliberations and decisions. Discussions will be focused on the FCC's Wireless Phase I and II mandates, and into other areas of emergency services interconnection."<br><br>**Relevant NENA Documents:**<br>NENA 08-002, NENA Functional and Interface Standards for Next Generation 9-1-1<br><br>**External References:**<br>ESIF website | |
| **ESInet (Emergency Services IP Network)** | A managed IP network that is used for emergency services communications, and which can be shared by all public safety agencies. It provides the IP transport infrastructure upon which independent application platforms and core services can be deployed, including, but not restricted to, those necessary for providing NG9-1-1 services. ESInets may be constructed from a mix of dedicated and shared facilities. ESInets may be interconnected at local, regional, state, federal, national and international levels to form an IP-based inter-network (network of networks). The term ESInet designates the network, not the services that ride on the network. See NG9-1-1 Core Services.<br><br>**Relevant NENA Documents:**<br>NENA-STA-010, Detailed Functional and Interface Standards for the NENA i3 Solution | |

| Term or Abbreviation (Expansion) | Definition / Description | (A)dd, (C)hange |
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| **ESME (Emergency Services Message Entity)** | Routes and processes the out-of-band messages related to emergency calls. This may be incorporated into selective routers (also known as Routing, Bridging and Transfer switches) and Automatic Location Identification (ALI) database engines.<br><br>**Relevant NENA Documents:**<br>NENA-STA-010, Detailed Functional and Interface Standards for the NENA i3 Solution | |
| **ESN (Electronic Serial Number)** | A unique code created to identify mobile devices.<br><br>**Relevant NENA Documents:**<br>NENA-INF-004, NENA Operational Impacts of Devices and Sensors Information Document | |
| **ESN (Emergency Service Number)** | A 3-5 digit number that represents one or more ESZs (Emergency Service Zone). An ESN is defined as one of two types: Administrative ESN and Routing ESN<br><br>**Relevant NENA Documents:**<br>NENA 57-503, NENA Procedures for Notification of ERDB and VPC Operators of ESN Changes by 9-1-1 Administrator Operations Information Document | |
| **ESNE (Emergency Services Network Entity/Element)** | A network element of TIA/EIA/J-STD-036. The ESNE routes and processes the voice band portion of the emergency call. This is composed of selective routers (also known as Routing, Bridging and Transfer switches).<br><br>**Relevant NENA Documents:**<br>NENA-STA-018, NENA Standard for the Implementation of the Wireless Emergency Service Protocol E2 | |

| Term or Abbreviation (Expansion) | Definition / Description | (A)dd, (C)hange |
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| **ESQK (Emergency Services Query Key)** | Identifies a call instance at a VPC, and is associated with a particular SR/ESN combination. The ESQK is delivered to the E9-1-1 SR and as the calling number/ANI for the call to the PSAP. The ESQK is used by the SR as the key to the Selective Routing data associated with the call. The ESQK is delivered by the SR to the PSAP as the calling number/ANI for the call, and is subsequently used by the PSAP to request ALI information for the call. The ALI database includes the ESQK in location requests sent to the VPC. The ESQK is used by the VPC as a key to look up the location object and other call information associated with an emergency call instance. The ESQK is a non-dialable North American Numbering Plan (NANP) number in the format of NPA-NXX-XXXX. They are currently being allocated from NPA-211-XXXX and NPA-511-XXXX number sets. **Relevant NENA Documents:** NENA 03-507, ESQK Guidelines for VoIP to E9-1-1 Connectivity | |
| **ESRD (Emergency Services Routing Digit)** | A 10-digit North American Numbering Plan number that uniquely identifies a base station, cell site, or sector that is used to route wireless emergency calls through the network. The ESRD may also be used by the PSAP to retrieve the associated ALI data. **Relevant NENA Documents:** NENA 03-507, ESQK Guidelines for VoIP to E9-1-1 Connectivity | |
| **ESRK (Emergency Services Routing Key)** | A 10-digit North American Numbering Plan number that uniquely identifies a wireless emergency call, is used to route the call through the network, and used to retrieve the associated ALI data. **Relevant NENA Documents:** NENA 03-507, ESQK Guidelines for VoIP to E9-1-1 Connectivity | |

| Term or Abbreviation (Expansion) | Definition / Description | (A)dd, (C)hange |
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| **ESRN (Emergency Services Routing Number)** | Used by the Call Server/Routing Proxy to route an emergency call to the correct ESGW, and by the ESGW to select the desired path to the appropriate SR for the call.<br><br>**Relevant NENA Documents:**<br>NENA 03-503, NENA SS7 Guidelines for Wireline and VoIP Emergency Services Gateway Interconnection to 9-1-1 Selective Routers | |
| **ESRP (Emergency Service Routing Proxy)** | An i3 functional element which is a SIP proxy server that selects the next hop routing within the ESInet based on location and policy. There is an ESRP on the edge of the ESInet. There is usually an ESRP at the entrance to an NG9-1-1 PSAP. There may be one or more intermediate ESRPs between them.<br><br>**Related Terms:**<br>**Originating ESRP**<br>The first routing element within the Next Generation Core Services (NGCS). It receives calls from the BCF at the edge of the ESInet.<br>**Terminating ESRP**<br>The last ESRP for a call in NGCS.<br><br>**Relevant NENA Documents:**<br>NENA-INF-011, NENA NG9-1-1 Policy Routing Rules Operations Guide | |
| **ESS (External Switching Systems)** | The administrative, non-emergency communications systems within the PSAP serve as external switching systems for telephony and other administrative communications (voice mail, email, instant messaging, etc.). The ESS equipment might be represented by a traditional PBX or other communications gateway.<br><br>**Relevant NENA Documents:**<br>NENA-INF-040, NENA Managing & Monitoring NG9-1-1 Information Document | A |

| Term or Abbreviation (Expansion) | Definition / Description | (A)dd, (C)hange |
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| **ESZ (Emergency Service Zone)** | A geographical area that represents a unique combination of emergency service agencies (e.g., Law Enforcement, Fire and Emergency Medical Service) that is within a specified 9-1-1 governing authority's jurisdiction. An ESZ can be represented by an Emergency Service Number (ESN) to identify the ESZ.<br><br>**Relevant NENA Documents:**<br>NENA 03-008, NENA Standard for E9-1-1 Default Assignment and Call Routing Functions | |
| **ETNS (Emergency Telephone Notification Systems)** | Specific category for a system that uses the telephone – in conjunction with other elements – including computer based hardware and software to notify persons of an emergency.<br><br>**Relevant NENA Documents:**<br>NENA 56-003, NENA Minimum Standards for Emergency Telephone Notification Systems Document | |
| **ETSI (European Telecommunications Standards Institute)** | A leading European Standards Organization (ESO) for Information and Communication Technology (ICT) standards fulfilling European and global market needs dealing with telecommunications, broadcasting and other electronic communications networks and services. It supports European regulations and legislation through the creation of Harmonized European Standards. Only standards developed by the three ESOs (CEN, CENELEC and ETSI) are recognized as European Standards (ENs).<br><br>**Relevant NENA Documents:**<br>NENA 08-504, VoIP Standards Development Organizations – NENA Technical Information Document (TID)<br><br>**External References:**<br>ETSI website | C |

| Term or Abbreviation (Expansion) | Definition / Description | (A)dd, (C)hange |
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| **EUMI (End User Move Indicator)** | A field in the Local Service Request (LSR) form that indicates the end user (subscriber) is changing Service Address during the porting process.<br><br>**Relevant NENA Documents:**<br>NENA 02-011, NENA Data Standards for Local Exchange Carriers, ALI Service Providers & 9-1-1 Jurisdictions | |
| **EVRC (Enhanced Variable Rate Codec) Narrowband** | A speech codec developed to offer mobile carriers more network capacity while not increasing bandwidth requirements.<br><br>**Relevant NENA Documents:**<br>NENA-STA-010, Detailed Functional and Interface Standards for the NENA i3 Solution | |
| **EVRC-WB (Enhanced Variable Rate Codec-Wideband)** | A speech codec providing enhanced (wideband) voice quality.<br><br>**Relevant NENA Documents:**<br>NENA-STA-010, Detailed Functional and Interface Standards for the NENA i3 Solution | |
| **Exchange** | A defined area, served by one or more telephone central offices, within which a Local Exchange Carrier furnishes service.<br><br>**Relevant NENA Documents:**<br>NENA-STA-015, NENA Standard Data Formats for 9-1-1 Data Exchange & GIS Mapping | |
| **FAC (Facility (SS7 message))** | A message sent in either direction at any phase of the call to request an action at another exchange.<br><br>**Relevant NENA Documents:**<br>NENA-STA-010, Detailed Functional and Interface Standards for the NENA i3 Solution | |

| Term or Abbreviation (Expansion) | Definition / Description | (A)dd, (C)hange |
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| **Failed Migrate Record** | A Function of Change (M) migrate transaction record sent to the E9-1-1 DBMS by the Recipient Company which fails to process because the DBMS E9-1-1 record is still locked.<br><br>**Relevant NENA Documents:**<br>NENA 02-011, NENA Data Standards for Local Exchange Carriers, ALI Service Providers & 9-1-1 Jurisdictions | |
| **Fast Busy** | Indicates the tones a caller would hear if the call could not be completed because of the lack of network resources. In NG9-1-1 the functional equivalent is "600 Busy Everywhere"<br><br>**Related Terms:**<br>**Fast Busy Tone, Reorder Tone**<br>An audible tone of 120 interrupts per minute (IPM) returned to the calling party to indicate the call cannot be processed through the network.<br><br>**Relevant NENA Documents:**<br>• NENA-STA-003, NENA Standard for NG9-1-1 Policy Routing Rules<br>• NENA 57-001, NENA Wireless E9-1-1 Overflow, Default and Diverse Routing Operational Standard | |
| **FCC (Federal Communications Commission)** | An independent U.S. government agency overseen by Congress, the commission is the United States' primary authority for communications law, regulation and technological innovation. The FCC regulates interstate and international communications by radio, television, wire, satellite and cable in all 50 states, the District of Columbia and U.S. territories.<br><br>**External References:**<br>FCC website | C |

| Term or Abbreviation (Expansion) | Definition / Description | (A)dd, (C)hange |
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| **FCC PSAP registry (Federal Communications Commission Public Safety Answering Point) registry** | A listing of PSAPs with an FCC-assigned identification number, PSAP Name, State, County, City, and provides information on any type of record change and the reason for updating the record. The Commission updates the Registry periodically as it receives additional information.<br><br>**Also known as:**<br>**Master PSAP Registry**<br><br>**Relevant NENA Documents:**<br>NENA-STA-015, NENA Standard Data Formats for 9-1-1 Data Exchange & GIS Mapping<br><br>**External References:**<br>FCC 911 Master PSAP Registry | |
| **FCI (Feature Code Indicator)** | Information sent in either direction to invoke a specific feature operation at the terminating or originating switch.<br><br>**Relevant NENA Documents:**<br>NENA-STA-010, Detailed Functional and Interface Standards for the NENA i3 Solution | |
| **FE (Functional Element)** | A set of software features that may be combined with hardware interfaces and operations on those interfaces to accomplish a defined task.<br><br>**Also known as:**<br>**Functional Entity**<br><br>**Relevant NENA Documents:**<br>NENA-STA-010, Detailed Functional and Interface Standards for the NENA i3 Solution | |

| Term or Abbreviation (Expansion) | Definition / Description | (A)dd, (C)hange |
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| **Femtocell** | A residential or business customer small cell that generally has a radius range of approximately 10 meters (or approximately 33 feet), that generally requires the customer to have a wired broadband connection in order for the wireless carrier to activate and register the small cell for use and connect the call to the mobile switching center, and that enables the customer to move the small cell and re-register the small cell.<br><br>**Relevant NENA Documents:**<br>NENA-INF-018, NENA Non-Mobile Wireless Service Interaction Information Document | |
| **FGD (Feature Group D)** | An MF signaling protocol, originally developed to support equal access to long distance services, capable of carrying one or two ten-digit telephone numbers.<br><br>**Relevant NENA Documents:**<br>• NENA-INF-008, NENA NG9-1-1 Transition Plan Considerations Information Document<br>• NENA 03-002, NENA Standard for the Implementation of Enhanced MF Signaling, E9-1-1 Tandem to PSAP | |
| **FGDC (Federal Geographic Data Committee)** | An interagency coordinating body responsible for facilitating cooperation among federal agencies whose missions include producing and using geospatial data.<br><br>**Relevant NENA Documents:**<br>NENA-STA-004, NENA Next Generation 9-1-1 (NG9-1-1) United States Civic Location Data Exchange Format (CLDXF) Standard<br><br>**External References:**<br>FGDC website | C |

| Term or Abbreviation (Expansion) | Definition / Description | (A)dd, (C)hange |
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| **FIPS (Federal Information Processing Standards)** | A standard for adoption and use by Federal departments and agencies that has been developed within the Information Technology Laboratory and published by NIST, a part of the U.S. Department of Commerce. FIPS are a set of standards that describe document processing, encryption algorithms and other information technology standards for use within non-military government agencies and by government contractors and vendors who work with the agencies. | C |
| | **External References:** | |
| | 2019 FIPS Codes | |
| | Describes the names and codes that represent the counties and equivalent legal and/or statistical subdivisions (i.e., counties) of the 50 states, the District of Columbia, and the possessions. | |
| | FIPS PUB 140-2, Security Requirements for Cryptographic Modules (PDF download) | |
| | Describes document processing, encryption algorithms and other information technology standards for use within non-military government agencies and by government contractors and vendors who work with the agencies. The standards cover a specific topic in information technology (IT) and strive to achieve a common level of quality or interoperability. | |

| Term or Abbreviation (Expansion) | Definition / Description | (A)dd, (C)hange |
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| **FirstNet (First Responder Network Authority)** | A nationwide wireless broadband network for first responders being built and deployed through a first of its kind public-private partnership between the federal government and AT&T. FirstNet offers public safety a communications network built and customized to meet their needs. The First Responder Network Authority is the federal entity charged with overseeing the creation and delivery of the FirstNet network. Housed within the Department of Commerce, National Telecommunications and Information Administration, the agency's role is to ensure AT&T delivers on the terms of its contract and creates a network that meets the needs of public safety now and into the future.<br><br>**External References:**<br>FirstNet website | C |
| **Fixed Transfer** | A service that allows an established 9-1-1 call to be transferred by the PSAP attendant to another PSAP destination (e.g., fire department A). By the operation of a transfer key or a speed dial code, fixed transfer uses the Speed Calling feature of the E9-1-1 tandem office. E9-1-1 calls can also be transferred to non-PSAP locations (e.g., Poison Control Centers). Fixed transfer provides for call transfer to any limited number of destinations. The PSAP attendant determines the desired destination and operates the particular key associated with that destination.<br><br>**Relevant NENA Documents:**<br>NENA-STA-027, NENA E9-1-1 PSAP Equipment Standards | C |
| **FOC (Function of Change)** | An identifier to indicate the type of activity and/or type of processing that the data record is being submitted for.<br><br>**Relevant NENA Documents:**<br>NENA-STA-015, NENA Standard Data Formats for 9-1-1 Data Exchange & GIS Mapping | |

| Term or Abbreviation (Expansion) | Definition / Description | (A)dd, (C)hange |
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| *Forced Disconnect* | An inherent capability of E9-1-1 service that prevents a calling station which remains off-hook from indefinitely holding the connection to a PSAP. It allows a PSAP attendant to release a 9-1-1 call connection even though the calling party has not hung up, thereby preventing a tie-up of dedicated 9-1-1 facilities.<br><br>**Relevant NENA Documents:**<br>NENA-STA-027, NENA E9-1-1 PSAP Equipment Standards | C |

| Term or Abbreviation (Expansion) | Definition / Description | (A)dd, (C)hange |
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| *Forest Guide* | A special instance of a LoST server. It is part of the Location to Service Translation (LoST) protocol (RFC 5222) query process and allows client functional elements to discover call routing information outside of its domain (typically their ESInet or state level ECRF/LVF).<br><br>**Related Terms:**<br>*Forest Guide Operator*<br>The organization selected by the Forest Guide Sponsoring Entity to deploy and operate a national Forest Guide.<br>*Forest Guide Sponsoring Entity*<br>The organization(s) that provides oversight and financing for a national Forest Guide.<br>*Private Forest Guide Replica*<br>An instance of the Forest Guide that is generally limited in access to entities that contribute coverage areas.<br>*Public Forest Guide Replica*<br>An instance of a Forest Guide that is accessible to any authorized entity.<br><br>**Relevant NENA Documents:**<br>• NENA-INF-009, Requirements for a National Forest Guide Information Document<br>• NENA-STA-005, NENA Standards for the Provisioning and Maintenance of GIS data to ECRFs and LVFs<br><br>**External References:**<br>RFC 5222, LoST: A Location-to-Service Translation Protocol | |
| *FQDN (Fully Qualified Domain Name)* | The complete domain name for a specific computer, or host, on the Internet. It consists of two parts: the hostname and the domain name.<br><br>**Relevant NENA Documents:**<br>NENA-INF-015, NENA NG9-1-1 Security Information Document | C |

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| **FRA (Federal Railroad Administration)** | Created by the Department of Transportation Act of 1966, it is one of ten agencies within the U.S. Department of Transportation concerned with intermodal transportation. The FRA's mission is to enable the safe, reliable, and efficient movement of people and goods for a strong America, now and in the future.<br><br>**Relevant NENA Documents:**<br>NENA-STA-013, NENA Public Safety Communications & Railroad Interaction Standard Operating Procedures<br><br>**External References:**<br>Federal Railroad Administration website | |
| **FTTP (Fiber to the Premise)** | A description of a fiber optic connection between a location and the service provider.<br><br>**Relevant NENA Documents:**<br>NENA-INF-016, NENA Emergency Services IP Network Design (ESIND) Information Document | |
| **g.711 a-law** | An ITU-T Recommendation for an audio codec for telephony in non-North American regions.<br><br>**Relevant NENA Documents:**<br>NENA-STA-010, Detailed Functional and Interface Standards for the NENA i3 Solution<br><br>**External References:**<br>ITU-T Telecommunication Standardization Sector | |

| Term or Abbreviation (Expansion) | Definition / Description | (A)dd, (C)hange |
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| **g.711 mu-law** | An ITU-T Recommendation for an audio codec for telephony in the North American region.<br><br>**Also known as:**<br>**mu-law**<br>**u-law**<br><br>**Relevant NENA Documents:**<br>NENA-STA-010, Detailed Functional and Interface Standards for the NENA i3 Solution<br><br>**External References:**<br>ITU-T Telecommunication Standardization Sector | |
| **Gateway** | A piece of networking hardware used in telecommunications for telecommunications networks that allows data to flow from one discrete network to another. Gateways are distinct from routers or switches in that they communicate using more than one protocol to connect multiple networks and can operate at any of the seven layers of the open systems interconnection model (OSI).<br><br>**Relevant NENA Documents:**<br>NENA-STA-010, Detailed Functional and Interface Standards for the NENA i3 Solution<br><br>**External References:**<br>Wikipedia definition | C |
| **GCS (Geocode Service)** | An NG9-1-1 service providing geocoding and reverse-geocoding.<br><br>**Relevant NENA Documents:**<br>NENA-STA-010, Detailed Functional and Interface Standards for the NENA i3 Solution | |
| **GDP (Generic Digits Parameter)** | Identifies the type of address to be presented in calls set up or additional numeric data relevant to supplementary services such as LNP or E9-1-1.<br><br>**Relevant NENA Documents:**<br>NENA-STA-010, Detailed Functional and Interface Standards for the NENA i3 Solution | |

| Term or Abbreviation (Expansion) | Definition / Description | (A)dd, (C)hange |
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| *Geocoding* | Interpolation-based computational techniques to derive estimates of geographic locations.<br><br>**Related Terms:**<br>*Reverse Geocoding*<br>Conversion of geographic coordinates to find a description of a location, typically a civic address or place name.<br><br>**Relevant NENA Documents:**<br>• NENA-STA-006, NENA Standard for NG9-1-1 GIS Data Model<br>• NENA-STA-010, Detailed Functional and Interface Standards for the NENA i3 Solution | |
| *geopriv (Geographic Location/Privacy)* | The name of an IETF work group, now dormant that created location representation formats such as PIDF-LO and protocols for transporting them, such as HELD used in NG9-1-1.<br><br>**Relevant NENA Documents:**<br>• NENA-STA-010, Detailed Functional and Interface Standards for the NENA i3 Solution<br>• NENA 08-505, NENA Recommended Method(s) for Location Determination to Support IP-Based Emergency Services - Technical Information Document (TID)<br><br>**External References:**<br>GEOPRIV working group | |
| *GeoRSS (Geodetic Really Simple Syndication)* | A simple mechanism used to encode GML in RSS feeds for use with the ATOM protocol.<br><br>**Relevant NENA Documents:**<br>• NENA-STA-010, Detailed Functional and Interface Standards for the NENA i3 Solution<br>• NENA-STA-005, NENA Standards for the Provisioning and Maintenance of GIS data to ECRFs and LVFs | |

| Term or Abbreviation (Expansion) | Definition / Description | (A)dd, (C)hange |
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| *geoShape Element* | One of a list of shapes defined originally by the IETF and standardized by the Open Geospatial Consortium that can be found in a PIDF-LO. Includes point, circle, ellipse, arc band, polygon, and 3D versions of same.<br><br>**Also known as:**<br>*Geodetic Shape*<br><br>**Relevant NENA Documents:**<br>NENA-STA-010, Detailed Functional and Interface Standards for the NENA i3 Solution | |
| *Geospatial Call Routing* | The use of an ECRF (Emergency Call Routing Function) and GIS (Graphic Information System) data to route an emergency call to the appropriate PSAP or emergency service provider based on the civic location or geographic coordinates provided with the call.<br><br>**Relevant NENA Documents:**<br>NENA-STA-006, NENA Standard for NG9-1-1 GIS Data Model | |
| *GETS (Government Emergency Telecommunications Service)* | The Government Emergency Telecommunications Service (GETS) supports national leadership; federal, state, local, tribal and territorial governments; first responders; and other authorized national security and emergency preparedness (NS/EP) users. It is intended to be used in an emergency or crisis situation when the landline network is congested and the probability of completing a normal call is reduced.<br><br>**External References:**<br>GETS website | C |

| Term or Abbreviation (Expansion) | Definition / Description | (A)dd, (C)hange |
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| **GIS (Geographic Information System)** | A system for capturing, storing, displaying, analyzing, and managing data and associated attributes which are spatially referenced.<br><br>**Related Terms:**<br>**GIS Attribute**<br>Tabular information about "features" contained in GIS data.<br>**GIS Data Layer**<br>A spatial dataset containing a common feature type. Layers are also referred to as themes.<br>**GIS Data Provider**<br>A person or group who is responsible for maintaining authoritative GIS data for a given service area.<br>**GIS Feature**<br>Representation of a real-world object in a GIS as a single geometric object<br><br>**Relevant NENA Documents:**<br>• NENA-STA-006, NENA Standard for NG9-1-1 GIS Data Model<br>• NENA-INF-028, NENA Information Document for GIS Data Stewardship for Next Generation 9-1-1 | |
| **GML (Geography Markup Language)** | An XML grammar for expressing geographical features standardized by the OGC (Open Geospatial Consortium).<br><br>**Relevant NENA Documents:**<br>NENA-STA-012, NENA Standard for NG9-1-1 Additional Data | |
| **GMLC/MLC (Gateway Mobile Location Center)** | The point of interface between the GSM wireless network and the Emergency Services Network. The GMLC retrieves, forwards, stores and controls position data associated with wireless callers. This includes the processing of location requests and updates (rebids). | |

| Term or Abbreviation (Expansion) | Definition / Description | (A)dd, (C)hange |
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| **GNIS (Geographic Names Information System)** | Developed by the U.S. Geological Survey in cooperation with the U.S. Board on Geographic Names, contains information about physical and cultural geographic features in the United States and associated areas, both current and historical (not including roads and highways). The database holds the Federally recognized name of each feature and defines the location of the feature by state, county, USGS topographic map, and geographic coordinates.<br><br>**External References:**<br>GNIS website | |
| **GoS (Grade of Service)** | The probability of a call in a circuit group being blocked or delayed for more than a specified interval, expressed as a vulgar fraction or decimal fraction. This is always with reference to the busy hour when the traffic intensity is the greatest.<br><br>**Related Terms:**<br>**P.01 Grade of Service**<br>A standard of service quality reflecting the probability that no more than one call out of 100 during the average busy hour will be blocked.<br><br>**Relevant NENA Documents:**<br>NENA 03-506, NENA E9-1-1 Voice Circuit Requirements, Providing a P.01 Grade of Service Technical Information Document (TID) | |
| **GPS (Global Positioning System)** | A space-based navigation system that provides location and time information in all weather conditions, anywhere on or near the Earth where there is an unobstructed line of sight to four or more GPS satellites.<br><br>**Relevant NENA Documents:**<br>NENA 02-014, NENA GIS Data Collection and Maintenance Standards<br><br>**External References:**<br>GPS.gov website | |

| Term or Abbreviation (Expansion) | Definition / Description | (A)dd, (C)hange |
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| **GRUU (Globally Routable User agent URI)** | A SIP URI which identifies a specific endpoint where a user is signed on that is routable on the Internet.<br><br>**Relevant NENA Documents:**<br>NENA-STA-010, Detailed Functional and Interface Standards for the NENA i3 Solution | |
| **GSM (Global Standard for Mobile Communications)** | International standard digital radio interface utilized by some North American wireless carriers.<br><br>**Relevant NENA Documents:**<br>NENA-STA-015, NENA Standard Data Formats for 9-1-1 Data Exchange & GIS Mapping<br><br>**External Reference:**<br>Wikipedia Definition | |
| **H.264/MPEG-4 AVC** | An ITU-T Recommendation and Motion Picture Expert Group standard for a video codec.<br><br>**Relevant NENA Documents:**<br>NENA-STA-010, Detailed Functional and Interface Standards for the NENA i3 Solution | |
| **Hard of Hearing** | Refers to those who have some hearing, are able to use it for communication purposes, and who are reasonably comfortable doing so. A hard of hearing person, in audiological terms, may have a mild to moderate hearing loss.<br><br>**Relevant NENA Documents:**<br>• NENA-STA-007, NENA Hearing Standards for Public Safety Telecommunicators<br>• NENA-REF-003, NENA Text-to-9-1-1 Public Education Plan<br>• APCO/NENA ANS 3.105.1-2015, Minimum Training Standard for TTY/TDD Use in the Public Safety Communications Center | |

| Term or Abbreviation (Expansion) | Definition / Description | (A)dd, (C)hange |
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| **HCO (Hearing Carry Over)** | A method which utilizes both voice and text communications on the same call, allowing a person who has a speech disability to listen to the other party's conversation and respond by typing via a TTY or other means of text communications.<br><br>**Relevant NENA Documents:**<br>NENA-STA-037, NENA TTY/TDD Communications Standard Operating Procedure Model Recommendation | |
| **HELD (HTTP Enabled Location Delivery)** | A protocol that can be used to acquire Location Information (LI) from a LIS (Location Information Server) within an access network as defined in IETF RFC 5985.<br><br>**Relevant NENA Documents:**<br>NENA-STA-010, Detailed Functional and Interface Standards for the NENA i3 Solution<br><br>**External References:**<br>RFC 5985, HTTP-Enabled Location Delivery (HELD) | |
| **HIPAA (Health Insurance Portability and Accountability Act)** | A federal law that amended the Internal Revenue Code of 1986 to improve portability and continuity of health insurance coverage in group and individual markets, to combat waste, fraud, and abuse in health insurance and health care delivery, to promote the use of medical savings accounts, to improve access to long-term care services and coverage, to simplify the administration of health insurance, and for other purposes.<br><br>**Relevant NENA Documents:**<br>NENA-INF-011, NENA NG9-1-1 Policy Routing Rules Operations Guide | A |

| Term or Abbreviation (Expansion) | Definition / Description | (A)dd, (C)hange |
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| *HMI (Human Machine Interface)* | The means through which a person interacts with an automated system/machine. A vehicle or an installation is sometimes referred to as the human-machine interface.<br><br>**Related Terms:**<br>**GUI (Graphical User Interface)**<br>A form of user interface that allows users to interact with electronic devices through graphical icons and audio indicator such as primary notation, instead of text-based user interfaces, typed command labels or text navigation.<br><br>**External References:**<br>Techopedia definition | |
| *Host* | A computer or other device connected to a computer network. A host may work as a server offering information resources, services, and applications to users or other hosts on the network. Hosts are assigned at least one network address.<br><br>**Related Terms:**<br>**Hosting**<br>The provision of services to one or more remote sites. Rather than install complete systems in multiple sites, the control equipment may be located in a central site and shared across several remote sites.<br><br>**External References:**<br>Wikipedia definition | A |

| Term or Abbreviation (Expansion) | Definition / Description | (A)dd, (C)hange |
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| **HTRA (Human Trafficking Rescue Alliance)** | A Texas alliance that is a collaboration of local, state and federal law enforcement agencies working together with area social service organizations. Since its inception, membership has grown, becoming recognized as a national model for its partnerships and effectiveness in identifying and assisting the victims of human trafficking and effectively identifying, apprehending and prosecuting those engaged in trafficking offenses.<br><br>**Relevant NENA Documents:**<br>NENA-INF-022, NENA Protocol for Handling Calls Regarding Human Trafficking Information Document<br><br>**External References:**<br>Human Trafficking Rescue Alliance website | |
| **HTTP (Hypertext Transfer Protocol)** | Typically used between a web client and a web server that transports HTML and/or XML.<br><br>**Related Terms:**<br>**HTTPS (Hypertext Transfer Protocol Secure)**<br>HTTP with secure transport (Transport Layer Security or its predecessor, Secure Sockets Layer).<br><br>**Relevant NENA Documents:**<br>NENA-STA-010, Detailed Functional and Interface Standards for the NENA i3 Solution<br><br>**External References:**<br>• RFC 7230, Hypertext Transfer Protocol (HTTP/1.1): Message Syntax and Routing<br>• Wikipedia definition - HTTP<br>• Wikipedia definition - HTTPS | |

| Term or Abbreviation (Expansion) | Definition / Description | (A)dd, (C)hange |
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| *Human Trafficking* | All acts involved in the transport, harboring, or sale of persons within national or across international borders through coercion, kidnapping, deception, or fraud for the purpose of placing persons in situations of forced labor or services such as domestic servitude, factor or agricultural work; or Sex trafficking in any commercial sex act induced by force, fraud, or coercion. It is always considered a severe form of trafficking if the person induced to perform the sexual act is under the age of majority, regardless of whether the elements of force, fraud or coercion are involved.<br><br>**Relevant NENA Documents:**<br>NENA-INF-022, NENA Protocol for Handling Calls Regarding Human Trafficking Information Document | |
| *i3* | NENA i3 introduces the concept of an Emergency Services IP network (ESInet), which is designed as an IP-based inter-network (network of networks) shared by all agencies which may be involved in any emergency.<br><br>**Relevant NENA Documents:**<br>• NENA-STA-010, Detailed Functional and Interface Standards for the NENA i3 Solution<br>• NENA-REF-005, NENA NG9-1-1 Guide for 9-1-1 Authorities<br>• NENA-REF-010, NENA NG9-1-1 Go-To Handbook<br>• NENA-INF-011, NENA NG9-1-1 Policy Routing Rules Operations Guide | |

| Term or Abbreviation (Expansion) | Definition / Description | (A)dd, (C)hange |
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| **IANA (Internet Assigned Numbers Authority)** | The departmental entity within ICANN (Internet Corporation for Assigned Names and Numbers) that oversees coordination of global IP address allocation, DNS root zone management, protocol name and number registries, and other Internet protocol assignments. Some NENA documents may use IANA Protocol Registries following the processes described in RFC 8126.<br><br>**Related Term:**<br>**IANA Registry**<br>A place where globally coordinated account records reflecting internet codes and numbers used in technical standards are centrally maintained by the Internet Assigned Number Authority, usually at the behest of the IETF.<br><br>**Relevant NENA Documents:**<br>NENA-STA-010, Detailed Functional and Interface Standards for the NENA i3 Solution<br><br>**External References:**<br>• IANA website<br>• RFC 8126, Guidelines for Writing an IANA Considerations Section in RFCs | C |
| **ICANN (Internet Corporation for Assigned Names and Numbers)** | The organization serving as the steward and operator of the IANA functions that maintains public domain addresses and URLs, including related policies and databases.<br><br>**External References:**<br>ICANN website | C |

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| **ICE (Industry Collaboration Event)** | A NENA testing event that brings together vendors in an open, supportive, and collaborative environment that foster a spirit of technical cooperation with a goal of accomplishing standards-based NG9-1-1.<br><br>**Relevant NENA Documents:**<br>NENA website: NG9-1-1 ICE - Industry Collaboration Events | C |
| **ICS (Incident Command System)** | A standardized on-scene incident management concept designed specifically to allow responders to adopt an integrated organizational structure equal to the complexity and demands of any single incident or multiple incidents without being hindered by jurisdictional boundaries.<br><br>**External References:**<br>FEMA website: ICS Resource Center | |
| **IDX (Incident Data eXchange)** | A Functional Element that facilitates the exchange of Emergency Incident Data Objects (EIDOs) among other Functional Elements both within and external to an agency. (Previously called "IDE".)<br><br>**Relevant NENA Documents:**<br>NENA-STA-010, Detailed Functional and Interface Standards for the NENA i3 Solution | |
| **IEPD (Information Exchange Package Document)** | In NIEM, an exchange specification that is a collection of mutually supportive artifacts (including XML schema) that define the content of a specific information exchange.<br><br>**External References:**<br>National Information Exchange Model website | |

| Term or Abbreviation (Expansion) | Definition / Description | (A)dd, (C)hange |
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| **IETF (Internet Engineering Task Force)** | Lead standard setting authority for Internet protocols.<br><br>**Related Term:**<br>**IESG (Internet Engineering Steering Group)**<br>A body composed of the Internet Engineering Task Force Chair and Area Directors responsible for final approval of specifications designated as Internet standards.<br><br>**Relevant NENA Documents:**<br>NENA 08-504, VoIP Standards Development Organizations – NENA Technical Information Document (TID)<br><br>**External References:**<br>• IETF website<br>• IESG website<br>• RFC 3935, A Mission Statement for IETF | |
| **IJIS (Integrated Justice Information Systems Institute)** | A nonprofit corporation, represents industry's leading companies who collaborate with local, state, tribal, and federal agencies to provide technical assistance, training, and support services for information exchange and technology initiatives.<br><br>**External References:**<br>IJIS Institute website | C |
| **IMEI (International Mobile Equipment Identity)** | A 15- or 17-digit code that uniquely identifies mobile phone sets. The IMEI code can enable a GSM (Global System for Mobile communication) or UMTS (Universal Mobile Telecommunications Service) network to prevent a misplaced or stolen phone from initiating calls.<br><br>**External References:**<br>Wikipedia definition | |

| Term or Abbreviation (Expansion) | Definition / Description | (A)dd, (C)hange |
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| *IMR (Interactive Media Response)* | An automated service used to play announcements, record responses, and interact with callers using any or all of audio, video, and text.<br><br>**Related Terms:**<br>*IVR (Interactive Voice Response)*<br>A technology that allows a computer to interact with humans where a person can hear a computer-generated voice and respond by speaking or generating DTMF tones on a keypad. As an example, a "Ported Number IVR" is a computer system accessible by registered users utilized to identify the Service Provider and 24 X 7 access number for telephone numbers which have been ported or pooled.<br><br>**Relevant NENA Documents:**<br>NENA-STA-010, Detailed Functional and Interface Standards for the NENA i3 Solution | |

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| ***IMS (Internet Protocol Multimedia Subsystem)*** | A reference architecture defined by 3GPP that comprises all 3GPP/3GPP2 core network elements providing IP multimedia services that support audio, video, text, pictures alone or in combination, delivered over a packet switched domain.<br><br>**Related Terms:**<br>***3GPP (3rd Generation Partnership Project)***<br>A collaboration agreement that was established in December 1998. The collaboration agreement brings together a number of telecommunications standards bodies which are known as "Organizational Partners".<br><br>***3GPP2 (3rd Generation Partnership Project 2)***<br>A collaborative third generation (3G) telecommunications specifications-setting project comprising North American and Asian interests developing global specifications for ANSI/TIA/EIA-41 Cellular Radio telecommunication Intersystem Operations network evolution to 3G and global specifications for the radio transmission technologies (RTTs) supported by ANSI/TIA/EIA-41. A sister project to 3GPP.<br><br>***CSCF (Call Session Control Function)***<br>General term for a functional entity within a IMS core network that can act as Proxy CSCF (P-CSCF), Serving CSCF (S-CSCF), or Emergency CSCF (E-CSCF).<br><br>***E-CSCF (Emergency Call Session Control Function)***<br>• The entity in the IMS core network that handles certain aspects of emergency sessions, e.g., routing of emergency requests to the correct emergency center or PSAP.<br><br>***P-CSCF (Proxy Call Session Control Function)***<br>• The first contact point for the user equipment (UE) within the IMS core network. For an IMS-based emergency call, the P-CSCF detects the emergency call and forwards it to an E-CSCF. | C |

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| | ***S-CSCF (Serving-CSCF)***<br>• The entity in the IMS core network that handles the session states.<br><br>***E-SMLC (Evolved Serving Mobile Location Center)***<br>Manages the overall co-ordination and scheduling of resources required for the location of user equipment that is attached to E-UTRAN (Evolved UMTS Terrestrial Radio Access Network). It also calculates the final location and velocity estimate and estimates the achieved accuracy. The E-SMLC interacts with the user equipment in order to exchange location information applicable to user equipment assisted and user equipment based position methods and interacts with the E-UTRAN in order to exchange location information applicable to network assisted and network based position methods.<br><br>***HSS (Home Subscriber Server)***<br>A common functional entity to both the circuit switched and packet switched mobile domains in 3GPP/3GPP2. The HSS is the master database that supports the IMS network entities. It is the entity containing the subscription-related information to support the network entities and performs authentication and authorization of the user and can provide information about the subscriber's location and IP information.<br><br>***IP-CAN (Internet Protocol-Connectivity Access Network)***<br>The collection of network entities and interfaces that provides the underlying IP transport connectivity between the user endpoint and the IMS entities.<br><br>***LRF (Location Retrieval Function)***<br>The IMS associated functional entity that handles the retrieval of location information for the emergency caller including, where required, interim location information, initial location information and updated location information. The LRF may interact with a separate RDF or contain an integrated RDF in | |

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| | order to obtain routing information for an emergency call. | |
| | ***RDF (Routing Determination Function)*** | |
| | The IMS-associated functional entity, which may be integrated in a Location Server (e.g., GMLC) or in an LRF and provides the proper outgoing address to the E-CSCF for routing the emergency request towards a PSAP. It can interact with a location functional entity (e.g., GMLC) to manage ESQK allocation and management and deliver location information to the PSAP. | |
| | ***SMLC (Serving Mobile Location Center)*** | |
| | The node responsible for managing the overall coordination and scheduling of resources required to perform positioning of a mobile, and calculating the final location estimate and accuracy. | |
| | **Relevant NENA Documents:** | |
| | • NENA-STA-010, Detailed Functional and Interface Standards for the NENA i3 Solution | |
| | • NENA 08-504, VoIP Standards Development Organizations – NENA Technical Information Document (TID) | |
| | **External References:** | |
| | • 3GPP website | |
| | • 3GPP Specification #: 48.031 | |

| Term or Abbreviation (Expansion) | Definition / Description | (A)dd, (C)hange |
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| **IMSI (International Mobile Station Identity)** | A unique number, usually fifteen digits, associated with GSM (Global System for Mobile Communications) and UMTS (Universal Mobile Telecommunications System) network mobile phone users. The IMSI is a unique number identifying a GSM subscriber.<br><br>**External References:**<br>Techopedia definition | |
| **IN (Intelligent Network)** | The standard network architecture specified in the ITU-T Q.1200 series recommendations. It is intended for fixed as well as mobile telecom networks. It allows operators to differentiate themselves by providing value-added services in addition to the standard telecom services such as PSTN, ISDN and GSM services on mobile phones.<br><br>**External References:**<br>• Wikipedia definition<br>• ITU-T Q.1200 General series Intelligent Network Recommendation structure | |
| **Incident** | A real-world occurrence, or event, for which one or more calls may be received.<br><br>**Relevant NENA Documents:**<br>• NENA-STA-010, Detailed Functional and Interface Standards for the NENA i3 Solution<br>• NENA-REQ-001, NENA Next Generation 9-1-1 Public Safety Answering Point Requirements<br>• NENA-INF-021, NENA Request for Proposal Considerations Information Document | |
| **Incident Tracking Identifier** | An identifier assigned by the first element in the first ESInet that handles an emergency call or declares an incident. Incident Tracking Identifiers are globally unique.<br><br>**Relevant NENA Documents:**<br>NENA-STA-010, Detailed Functional and Interface Standards for the NENA i3 Solution | |

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| **INCITS (International Committee for Information Technology Standards)** | A U.S.-based Standards Development Organization dedicated to the creation of information technology standards.<br><br>**External References:**<br>INCITS website | |
| **INF (NENA Information Document)** | NENA Information (INF) documents are published to distribute information on a particular subject to the public safety community. Information documents may contain background information, best practices, check lists, and other material representing the collective knowledge and experiences of the NENA community. These documents do not contain normative statements and are not intended to be used to establish conformance requirements in procurement or development activities. The NENA INF Template may be downloaded from the Administrative Procedures & Templates Documents Page on NENA Workspace.<br><br>**Relevant NENA Documents:**<br>NENA-ADM-001, NENA Development Group Organizational Structure and Operational Procedures | |
| **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.<br><br>**Relevant NENA Documents:**<br>NENA-INF-006, NENA NG9-1-1 Go-To Handbook | |

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| *Interoperability* | The capability for disparate systems to communicate with one another.<br><br>**Also known as:**<br>*Interworking*<br><br>**Relevant NENA Documents:**<br>• NENA-STA-010, Detailed Functional and Interface Standards for the NENA i3 Solution<br>• NENA-INF-021, NENA Request for Proposal Considerations Information Document<br>• NENA-INF-016, NENA Emergency Services IP Network Design (ESIND) Information Document<br><br>**External References:**<br>NG9-1-1 Interoperability Oversight Commission website | |
| *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.<br><br>**Relevant NENA Documents:**<br>• NENA 02-011, NENA Data Standards for Local Exchange Carriers, ALI Service Providers & 9-1-1 Jurisdictions<br>• NENA 03-503, NENA SS7 Guidelines for Wireline and VoIP Emergency Services Gateway Interconnection to 9-1-1 Selective Routers<br>• NENA 05-501, NENA Technical Information Document - SS7 Guidelines for MSC to Selective Router Connectivity | |
| *IoT (Internet of Things)* | Devices capable of communication using Internet protocols.<br><br>**Relevant NENA Documents:**<br>NENA-INF-030, NENA Impact of IoT Devices and Emergency Calling Applications Information Document | A |

| Term or Abbreviation (Expansion) | Definition / Description | (A)dd, (C)hange |
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| IP (Internet Protocol) | The method by which data is sent from one computer to another on the Internet or other networks.<br><br>**Relevant NENA Documents:**<br>• NENA-STA-010, Detailed Functional and Interface Standards for the NENA i3 Solution<br>• NENA-INF-016, NENA Emergency Services IP Network Design (ESIND) Information Document | |
| IP (Internet Protocol) Access Network | The network in which the first IP address is assigned to an end-point. For residential networks the creation and supply of an access network may require the co-operation of several different providers.<br><br>**Relevant NENA Documents:**<br>NENA 08-505, NENA Recommended Method(s) for Location Determination to Support IP-Based Emergency Services - Technical Information Document (TID) | C |
| IP Relay Service (Internet Protocol Relay Service) | A call center service similar to VRS (Video Relay Service) that provides a third-party communications relay between Internet texting users (mobile or stationary) and voice telephone users.<br><br>**Relevant NENA Documents:**<br>• NENA-INF-013, NENA Video Relay Service & IP Relay Service PSAP Interaction Information Document<br>• NENA-STA-010, Detailed Functional and Interface Standards for the NENA i3 Solution | |

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| **IPAWS (Integrated Public Alert Warning System)** | A modernization and integration of the nation's alert and warning infrastructure, Federal, State, local, tribal and territorial alerting authorities can use IPAWS and integrate local systems that use Common Alerting Protocol standards with the IPAWS infrastructure. IPAWS provides public safety officials with an effective way to alert and warn the public about serious emergencies using the Emergency Alert System (EAS), Wireless Emergency Alerts (WEA), the National Oceanic and Atmospheric Administration (NOAA) Weather Radio, and other public alerting systems from a single interface. **Relevant NENA Documents:** NENA-INF-017, NENA Communications Center/PSAP Disaster and Contingency Plans Model Recommendation **External References:** IPAWS website | |
| **IPBX or IP PBX (Internet Protocol Private Branch Exchange)** | A private branch exchange (telephone switching system within an enterprise) that switches calls between VoIP (Voice over Internet Protocol or IP) users on local lines while allowing all users to share a certain number of external phone lines. The typical IP PBX can also switch calls between a VoIP user and a traditional telephone user, or between two traditional telephone users in the same way that a conventional PBX does. The abbreviation may appear in various texts as IP-PBX, IP/PBX, or IPPBX. **Relevant NENA Documents:** <br>• NENA 03-502, Trunking for Private Switch 9-1-1 Service Technical Information Document (TID) <br>• NENA 07-503, NENA Technical Information Document on Network Interfaces for E9-1-1 and Emerging Technologies (Archived) | |

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| **IPR (Intellectual Property Rights)** | A category of legal rights that includes patents, published and unpublished patent applications, copyrights, trademarks, and trade secret rights, as well as any intellectual property right resembling a member of the foregoing list as such right may exist in a particular jurisdiction.<br><br>**Relevant NENA Documents:**<br>NENA Intellectual Property Rights and Antitrust Policy | C |
| **IPSec (Internet Protocol Security)** | The next-generation network layer crypto platform which can be found on routers, firewalls, and client desktops, particularly in virtual private networks. It is a framework for a set of security protocols at the network or packet processing layer of network communication. IPSec provides two choices of security service: Authentication Header (AH), which essentially allows authentication of the sender of data, and Encapsulating Security Payload (ESP), which supports both authentication of the sender and encryption of data as well.<br><br>**Relevant NENA Documents:**<br>NENA 75-001, NENA Security for Next-Generation 9-1-1 Standard (NG-SEC)<br><br>**External References:**<br>Wikipedia definition | C |

| Term or Abbreviation (Expansion) | Definition / Description | (A)dd, (C)hange |
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| **IPv4 (Internet Protocol Version 4)** | The fourth version of the Internet Protocol; uses 32-bit addresses.<br><br>**Relevant NENA Documents:**<br>• NENA-STA-010, Detailed Functional and Interface Standards for the NENA i3 Solution<br>• NENA-INF-016, NENA Emergency Services IP Network Design (ESIND) Information Document<br>• NENA-INF-021, NENA Request for Proposal Considerations Information Document<br><br>**External References:**<br>Wikipedia definition | |
| **IPv6 (Internet Protocol Version 6)** | The most recent version of the Internet Protocol; uses 128-bit addresses.<br><br>**Relevant NENA Documents:**<br>• NENA-STA-010, Detailed Functional and Interface Standards for the NENA i3 Solution<br>• NENA-INF-016, NENA Emergency Services IP Network Design (ESIND) Information Document<br>• NENA-INF-021, NENA Request for Proposal Considerations Information Document<br><br>**External References:**<br>Wikipedia definition | |
| **IRIG (Inter-Range Instrumentation Group)** | This group, in 1959, proposed a series of time code formats now known as IRIG or NASA time codes.<br>The best known IRIG standard is the IRIG timecode used to timestamp video, film, telemetry, radar, and other data collected at test ranges.<br><br>**Relevant NENA Documents:**<br>NENA-STA-026, NENA PSAP Master Clock Standard<br><br>**External References:**<br>Wikipedia definition | |

| Term or Abbreviation (Expansion) | Definition / Description | (A)dd, (C)hange |
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| **IRR (Instant Recall Recorder)** | Records audio from telephone and radio allowing users to play back conversations on demand.<br><br>**Also known as:**<br>**Instant Playback Recorder**<br><br>**Relevant NENA Documents:**<br>NENA-STA-010, Detailed Functional and Interface Standards for the NENA i3 Solution | |
| **IS-ADR (Identity Searchable Additional Data Repository)** | An Additional Data Repository that provides a service that can search for Additional Data based on a sip/sips or tel URI: (e.g., Additional Data for the caller).<br><br>**Relevant NENA Documents:**<br>NENA-STA-010, Detailed Functional and Interface Standards for the NENA i3 Solution | |
| **ISCM (Information Security Continuous Monitoring)** | ISCM, developed by the US National Institute of Standards and Technology (NIST), provides detailed guidance on implementing a risk management framework and a detailed control set for federal agencies to adopt to establish a continuous monitoring plan.<br><br>**Relevant NENA Documents:**<br>NENA-INF-040, NENA Managing & Monitoring NG9-1-1 Information Document<br><br>**External References:**<br>Information Security Continuous Monitoring (ISCM) for Federal Information Systems and Organizations | A |
| **ISDN (Integrated Services Digital Network)** | International standard for a public communication network to handle circuit-switched digital voice, circuit-switched data, and packet-switched data.<br><br>**Relevant NENA Documents:**<br>NENA-STA-010, Detailed Functional and Interface Standards for the NENA i3 Solution<br><br>**External References:**<br>Wikipedia definition | |

| Term or Abbreviation (Expansion) | Definition / Description | (A)dd, (C)hange |
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| **ISF (Issue Submission & Charter Form)** | A form used to submit ideas to the Development Steering Council for possible assignment to a Development Committee.<br><br>**Relevant NENA Documents:**<br>NENA-ADM-001, NENA Development Group Organizational Structure and Operational Procedures | |
| **ISO (International Standards Organization)** | An independent, non-governmental international organization with a membership of 161 national standards bodies.<br><br>**Relevant NENA Documents:**<br>NENA-STA-010, Detailed Functional and Interface Standards for the NENA i3 Solution<br><br>**External References:**<br>ISO website | |
| **ISSI (Inter-RF Sub System Interface)** | A radio over IP communications protocol defined in Telecommunications Industry Association standard used to support services and functions between Radio Frequency Subsystems.<br><br>**External References:**<br>• Project 25 Inter-RF Subsystem Interface Protocol<br>• TIA-102.BACA | C |
| **iTRS (Internet Telecommunications Relay Service)** | Generic acronym for all Internet based forms of TRS; refers to a telecommunications relay service (TRS) in which an individual with a hearing or a speech disability connects to a TRS communications assistant using an Internet Protocol-enabled device via the Internet, rather than the public switched telephone network. Internet-based TRS does not include the use of a text telephone (TTY) over an interconnected voice over Internet Protocol service.<br><br>**Relevant NENA Documents:**<br>NENA-INF-013, NENA Video Relay Service & IP Relay Service PSAP Interaction Information Document | |

| Term or Abbreviation (Expansion) | Definition / Description | (A)dd, (C)hange |
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| *ITS (Intelligent Transportation System)* | An advanced application which aims to provide innovative services relating to different modes of transport and traffic management and enable users to be better informed and make safer, more coordinated, and 'smarter' use of transport networks. It improves transportation safety and mobility and enhances American productivity by integrating advanced communication technologies into vehicles and infrastructure.<br><br>**External References:**<br>Intelligent Transportation Systems Joint Program Office | C |

| Term or Abbreviation (Expansion) | Definition / Description | (A)dd, (C)hange |
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| *ITU (International Telecommunication Union)* | The telecommunications agency of the United Nations established to provide worldwide standard communications practices and procedures. <br><br> **Related Terms:** <br> ***ITU-D (International Telecommunication Union – Development) (Sector)*** <br> Responsible for creating policies, regulation and providing training programs and financial strategies in developing countries. The mission of the ITU-D is to facilitate and enhance telecommunication development worldwide by offering, organizing and coordinating technical cooperation and assistance activities. <br> ***ITU-R (International Telecommunication Union – Radiocommunication) (Sector)*** <br> Plays a vital role in the management of the radio-frequency spectrum and satellite orbits, finite natural resources which are increasingly in demand from a large number of services such as fixed, mobile, broadcasting, amateur, space research, meteorology, global positioning systems, environmental monitoring and, last but not least, those communication services that ensure safety of life at sea and in the skies. <br> ***ITU-T (International Telecommunication Union – Telecom) (Sector)*** <br> International standards body for all communications services. <br><br> **Relevant NENA Documents:** <br> NENA 08-504, VoIP Standards Development Organizations – NENA Technical Information Document (TID) <br><br> **External References:** <br> ITU website | |

| Term or Abbreviation (Expansion) | Definition / Description | (A)dd, (C)hange |
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| **Jitter** | Packets arriving at a non-consistent rate due to a type of distortion caused by the variation of a signal from its reference that can cause data transmission errors, particularly at high speeds.<br><br>**Relevant NENA Documents:**<br>• NENA-INF-021, NENA Request for Proposal Considerations Information Document<br>• NENA-STA-010, Detailed Functional and Interface Standards for the NENA i3 Solution<br>• NENA-INF-016, NENA Emergency Services IP Network Design (ESIND) Information Document<br><br>**External References:**<br>Wikipedia definition | |
| **KP (Key Pulse)** | An MF signaling tone (digit)<br><br>**Relevant NENA Documents:**<br>• NENA-STA-027, NENA E9-1-1 PSAP Equipment Standards<br>• NENA 03-002, NENA Standard for the Implementation of Enhanced MF Signaling, E9-1-1 Tandem to PSAP | |
| **L2TP (Layer-2 Tunneling Protocol)** | Allows Point to Point Protocol (PPP) sessions to be tunneled over IP and ATM networks.<br><br>**Relevant NENA Documents:**<br>NENA 08-505, NENA Recommended Method(s) for Location Determination to Support IP-Based Emergency Services - Technical Information Document (TID) | |

| Term or Abbreviation (Expansion) | Definition / Description | (A)dd, (C)hange |
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| **LAN (Local Area Network)** | A transmission network encompassing a limited area, such as a single building or several buildings in close proximity.<br><br>**Relevant NENA Documents:**<br>• NENA 08-505, NENA Recommended Method(s) for Location Determination to Support IP-Based Emergency Services - Technical Information Document (TID)<br>• NENA-INF-016, NENA Emergency Services IP Network Design (ESIND) Information Document | |
| **Landline** | Colloquial term for the Public Switched Telephone Network access via an actual copper or fiber optic transmission line that travels underground or on telephone poles. Used to differentiate the "wireless" connectivity of a cellular or PCS system.<br><br>**Relevant NENA Documents:**<br>• NENA 03-502, Trunking for Private Switch 9-1-1 Service Technical Information Document (TID)<br>• NENA 06-003, NENA Private Switch (PS) E-9-1-1 Database Standard<br>• NENA 06-502, Industry Common Mechanisms for MLTS E9-1-1 Caller Location Discovery and Reporting Technical Information Documents (TID) | |
| **LATA (Local Access and Transport Area)** | The geographical areas within which a local telephone company offers telecommunications services.<br><br>**Relevant NENA Documents:**<br>NENA 08-502, NENA Generic E9-1-1 Requirements Technical Information Document (TID) | |

| Term or Abbreviation (Expansion) | Definition / Description | (A)dd, (C)hange |
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| **LDB (Location Database)** | A server that retains all of the current information, functionality, and interfaces of today's ALI and can utilize the new protocols required in an NG9-1-1 deployment.<br><br>**Relevant NENA Documents:**<br>NENA-INF-002, NENA Information Document on The Effect of Mass Calling Events on Legacy SR to PSAP Trunking | |
| **LEC (Local Exchange Carrier)** | A Telecommunications Carrier (TC) under the state/local Public Utilities Act that provides local exchange telecommunications services.<br><br>**Related Terms:**<br>**ILECs (Incumbent Local Exchange Carriers)**<br>A telephone company that had the initial telephone company franchise in an area.<br>**CLECs (Competitive Local Exchange Carriers)**<br>A local exchange carrier that competes with other established carriers and provides exchange access services. | |
| **LEO (Law Enforcement Online)** | A secure, Internet-based information sharing system for agencies around the world that are involved in law enforcement, first response, criminal justice, anti-terrorism, and intelligence. With LEO, members can access or share sensitive but unclassified information anytime and anywhere.<br><br>**External References:**<br>LEO website | |
| **LERG (Local Exchange Routing Guide)** | 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.<br><br>**Relevant NENA Documents:**<br>NENA 02-011, NENA Data Standards for Local Exchange Carriers, ALI Service Providers & 9-1-1 Jurisdictions | |

| Term or Abbreviation (Expansion) | Definition / Description | (A)dd, (C)hange |
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| **LIF (Location Interwork Function)** | The functional component of a Legacy Network Gateway which is responsible for taking the appropriate information from the incoming signaling (i.e., calling number/ANI, ESRK, cell site/sector) and using it to acquire location information that can be used to route the emergency call and to provide location information to the PSAP. In a Legacy PSAP Gateway, this functional component takes the information from an ALI query and uses it to obtain location from a LIS.<br><br>**Relevant NENA Documents:**<br>NENA-STA-010, Detailed Functional and Interface Standards for the NENA i3 Solution | |
| **LIFELINE (National Suicide Prevention Lifeline)** | A national network of local crisis centers that provides free and confidential emotional support to people in suicidal crisis or emotional distress 24 hours a day, 7 days a week.<br><br>**Relevant NENA Documents:**<br>NENA-STA-001, NENA Suicide Prevention Standard<br><br>**External References:**<br>National Suicide Prevention Lifeline website | |

| Term or Abbreviation (Expansion) | Definition / Description | (A)dd, (C)hange |
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| *LIS (Location Information Server)* | A functional element in an IP-capable originating network that provides locations of endpoints (i.e., calling device). A LIS can provide Location-by-Reference, or Location-by-Value, and, if the latter, in geo or civic forms. A LIS can be queried by an endpoint for its own location, or by another entity for the location of an endpoint. In either case, the LIS receives a unique identifier that represents the endpoint, for example an IP address, circuit-ID or Media Access Control (MAC) address, and returns the location (value or reference) associated with that identifier. The LIS is also the entity that provides the dereferencing service, exchanging a location reference for a location value.<br><br>**Related Terms:**<br>*LIS-ID (Location Information Server Identifier)*<br>An identifier for the LIS in which the LO (Location Object) is stored.<br><br>**Relevant NENA Documents:**<br>NENA-STA-010, Detailed Functional and Interface Standards for the NENA i3 Solution | |
| *LNG (Legacy Network Gateway)* | An NG9-1-1 Functional Element that provides an interface between a non-IP originating network and a Next Generation Core Services (NGCS) enabled network.<br><br>**Relevant NENA Documents:**<br>NENA-STA-010, Detailed Functional and Interface Standards for the NENA i3 Solution | |

| Term or Abbreviation (Expansion) | Definition / Description | (A)dd, (C)hange |
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| **LO (Location Object)** | In an emergency calling environment, the LO is used to refer to the current position of an endpoint that originates an emergency call. The LO is expected to be formatted as a Presence Information Data Format – Location Object (PIDF-LO) as defined by the IETF in RFC 4119, updated by RFCs 5139, 5491 and 7459, and extended by RFC 6848. The LO may be:<br>• Geodetic – shape, latitude(s), longitude(s), elevation, uncertainty, confidence and the datum which identifies the coordinate system used. NENA prescribes that geodetic location information will be formatted using the World Geodetic System 1984 (WGS 84) datum;<br><br>• Civic location – a set of elements describing detailed street address information. For NG9-1-1 in the U.S., the civic LO must conform to NENA Next Generation 9-1-1 (NG9-1-1) United States Civic Location Data Exchange Format (CLDXF) Standard (NENA-STA-004);<br><br>• or a combination thereof.<br><br>**Relevant NENA Documents:**<br>• NENA-STA-010, Detailed Functional and Interface Standards for the NENA i3 Solution<br>• NENA 08-505, NENA Recommended Method(s) for Location Determination to Support IP-Based Emergency Services - Technical Information Document (TID) | |

| Location | "Location" has several meanings in public safety and NENA documents: | C |
|---|---|---|
| | **Associated Location:** | |
| | A location (civic, geodetic, or polygon) within the designated PSAP jurisdiction that may be used in wireless call scenarios to route the call toward the designated PSAP. | |
| | **Routable Location** | |
| | In NG9-1-1, a PIDF-LO, represented as a civic location or geodetic location that contains enough detail for accurately routing a call to a PSAP serving the location. | |
| | **Dispatchable Location** | |
| | NENA: A location determined by a telecommunicator that is derived from an ALI Response (in E9-1-1) or derived from a PIDF-LO (in NG9-1-1) represented as a civic location or geodetic location and sometimes modified after communication with a caller that contains enough detail for accurately dispatching emergency responders to a location. | |
| | FCC Fourth Report & Order: A location delivered to the PSAP with a 9-1-1 call that consists of the street address of the calling party, plus additional information such as suite, apartment or similar information necessary to adequately identify the location of the calling party. | |
| | **Caller Location** | |
| | A location provided in an ALI Response (in E9-1-1) or a PIDF-LO (in NG9-1-1), represented as a civic location or geodetic location, that identifies the location of the caller. In NG9-1-1, this is often the same as the routable location but may change during a 9-1-1 call. | |
| | **Civic Location** | |
| | A location that represents a physical street address, landmark name, etc. | |
| | **Geodetic Location** | |
| | A location that represents a geographic object such as a point, circle, arc-band or polygon. | |
| | **Emergency Response Location (ERL)** | |

| Term or Abbreviation (Expansion) | Definition / Description | (A)dd, (C)hange |
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| | A location to which a 9-1-1 emergency response team may be dispatched. The location should be specific enough to provide a reasonable opportunity for the emergency response team to quickly locate a caller anywhere within it.<br>***Registered Caller Civic Location***<br>The civic address of the caller that is the result of registration by the customer or provisioning by the carrier.<br><br>**Relevant NENA Documents:**<br>• NENA-STA-004, NENA Next Generation 9-1-1 (NG9-1-1) United States Civic Location Data Exchange Format (CLDXF) Standard<br>• NENA-STA-006, NENA Standard for NG9-1-1 GIS Data Model | |

| Term or Abbreviation (Expansion) | Definition / Description | (A)dd, (C)hange |
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| *Location Acquisition* | In the context of location information to support IP based emergency services: Refers to the way in which a network determined location is provided to the network entity responsible for inserting the location information into the context of an emergency call. Location information may be pushed to the network entity by the LIS, or pulled by the network entity from the LIS. The network entity may be the target, or it may be some other routing node such as a proxy or call-server.<br><br>**Relevant NENA Documents:**<br>NENA 08-752, NENA Technical Requirements Document (TRD) for Location Information to Support IP-Based Emergency Services | |
| *Location By-Reference* | An identifier that when referenced in the correct manner by an authenticated and authorized entity will yield the location of an IP end-point. An example of a location reference is a URI.<br><br>**Also known as:**<br>*LbyR*<br><br>**Relevant NENA Documents:**<br>• NENA-STA-010, Detailed Functional and Interface Standards for the NENA i3 Solution<br>• NENA-INF-008, NENA NG9-1-1 Transition Plan Considerations Information Document<br>• NENA 08-002, NENA Functional and Interface Standards for Next Generation 9-1-1 | |

| Term or Abbreviation (Expansion) | Definition / Description | (A)dd, (C)hange |
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| *Location By-Value* | In the context of location information to support IP based emergency services: A PIDF-LO containing the location of an IP end-point that can be attributed to a specific point in time.<br><br>**Also known as:**<br>*LbyV*<br><br>**Relevant NENA Documents:**<br>• NENA-STA-010, Detailed Functional and Interface Standards for the NENA i3 Solution<br>• NENA-INF-008, NENA NG9-1-1 Transition Plan Considerations Information Document<br>• NENA 08-002, NENA Functional and Interface Standards for Next Generation 9-1-1 | |
| *Location Conveyance* | Refers to the act of transporting location information with an emergency call.<br><br>**External References:**<br>RFC 6442, Location Conveyance for the Session Initiation Protocol | |
| *Location Estimate* | In the context of location information to support IP based emergency services: The approximate physical position of an IP end-point expressed in either civic or geodetic form usually accompanied by a degree of uncertainty. The degree of uncertainty may be expressed by a reduction in precision. For civic locations this equates to the number of fields specified while for geodetic locations it equates to the definition of an area or volume specified as a shape.<br><br>**Relevant NENA Documents:**<br>• NENA 08-752, NENA Technical Requirements Document (TRD) for Location Information to Support IP-Based Emergency Services<br>• NENA 08-505, NENA Recommended Method(s) for Location Determination to Support IP-Based Emergency Services - Technical Information Document (TID) | |

| Term or Abbreviation (Expansion) | Definition / Description | (A)dd, (C)hange |
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| **Location Sanity Check Mechanism** | An automatic verification process that once a non-wireless handset device is connected to AC power source for use enables the wireless network to verify whether the customer is at the Registered Caller Civic Location.<br><br>**Relevant NENA Documents:**<br>NENA-INF-018, NENA Non-Mobile Wireless Service Interaction Information Document | |
| **Location URI (Uniform Resource Identifier)** | A URI (Uniform Resource Identifier) which, when dereferenced, yields a location value in the form of a PIDF-LO. Location-by-reference in NG9-1-1 is represented by a Location URI.<br><br>**Relevant NENA Documents:**<br>NENA-STA-010, Detailed Functional and Interface Standards for the NENA i3 Solution | |
| **Location-aware** | In the context of location information to support IP based emergency services: Used to describe IP endpoint devices that are location-capable and that have acquired location information, either with network assistance or by self-determination.<br><br>**Relevant NENA Documents:**<br>NENA 08-505, NENA Recommended Method(s) for Location Determination to Support IP-Based Emergency Services - Technical Information Document (TID) | |
| **Location-capable** | Used to describe IP devices that are capable of requesting, acquiring, and storing location information as well as including this information in a PIDF-LO when originating an emergency call.<br><br>**Relevant NENA Documents:**<br>NENA 08-752, NENA Technical Requirements Document (TRD) for Location Information to Support IP-Based Emergency Services | |

| Term or Abbreviation (Expansion) | Definition / Description | (A)dd, (C)hange |
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| *Location-incapable* | Used to describe IP devices that are not capable of requesting, acquiring, or storing location information. This includes most current IP devices.<br><br>**Relevant NENA Documents:**<br>NENA 08-752, NENA Technical Requirements Document (TRD) for Location Information to Support IP-Based Emergency Services | |
| *Location-unaware* | Used to describe IP devices that are location-capable but that have not been able to successfully acquire location information, either with network assistance or by self-determination.<br><br>**Relevant NENA Documents:**<br>NENA 08-752, NENA Technical Requirements Document (TRD) for Location Information to Support IP-Based Emergency Services | |
| *Logging Recorder* | A device that records, stores and is capable of playing back all communication media within the domain to which it is assigned. Media can include, but is not limited to voice, radio, text and network elements involved with routing a 9-1-1 call. Logging recorders should have the capability to simultaneously record from several sources.<br><br>**Relevant NENA Documents:**<br>• NENA-STA-027, NENA E9-1-1 PSAP Equipment Standards<br>• NENA-STA-010, Detailed Functional and Interface Standards for the NENA i3 Solution | |

| Term or Abbreviation (Expansion) | Definition / Description | (A)dd, (C)hange |
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| ***Logical Demarcation*** | A mutually-defined boundary dividing one area of responsibility for managing NG9-1-1 functional elements from another. The interfaces for these functional elements include the interfaces for intangible assets, such as data stores and applications.<br><br>**Relevant NENA Documents:**<br>NENA-INF-003, NENA Potential Points of Demarcation in NG9-1-1 Networks Information Document | |
| ***Login*** | The process of identifying and authenticating oneself to a computer, ACD or E9-1-1 attendant position system.<br><br>**Relevant NENA Documents:**<br>NENA 75-001, NENA Security for Next-Generation 9-1-1 Standard (NG-SEC) | |
| ***Loopback*** | A type of diagnostic test in which a transmitted signal is returned to the transmitting device and then compared to the original signal.<br><br>**Relevant NENA Documents:**<br>NENA-STA-010, Detailed Functional and Interface Standards for the NENA i3 Solution | |
| ***LoST (Location-to-Service Translation) Protocol*** | A protocol that takes location information and a Service URN and returns a URI. Used generally for location-based call routing. In NG9-1-1, used as the protocol for the ECRF and LVF.<br><br>**Relevant NENA Documents:**<br>NENA-STA-010, Detailed Functional and Interface Standards for the NENA i3 Solution | |

| Term or Abbreviation (Expansion) | Definition / Description | (A)dd, (C)hange |
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| **Lost otherwise missing** | A child's whereabouts are unknown to the child's caretaker and this causes the caretaker to be alarmed for at least 1 hour and try to locate the child, under one of two conditions: (1) the child was trying to get home or make contact with the caretaker but was unable to do so because the child was lost, stranded, or injured; or (2) the child was too young to know how to return home or make contact with the caretaker.<br><br>**External References:**<br>National Center for Missing and Exploited Children® website | |
| **LPG (Legacy PSAP Gateway)** | A signaling and media interconnection point between an ESInet and a legacy PSAP. It plays a role in the delivery of emergency calls that traverse an i3 ESInet to get to a legacy PSAP, as well as in the transfer and alternate routing of emergency calls between legacy PSAPs and NG9-1-1 PSAPs. The Legacy PSAP Gateway supports an IP (i.e., SIP) interface towards the ESInet on one side, and a traditional MF or Enhanced MF interface (comparable to the interface between a traditional Selective Router and a legacy PSAP) on the other.<br><br>**Relevant NENA Documents:**<br>NENA-INF-003, NENA Potential Points of Demarcation in NG9-1-1 Networks Information Document | |
| **LQF (Location Query Function)** | Uses a dereferencing protocol (SIP or HTTP) to exchange a location reference (LbyR) for location information (LbyV).<br><br>**Relevant NENA Documents:**<br>NENA-STA-010, Detailed Functional and Interface Standards for the NENA i3 Solution | |

| Term or Abbreviation (Expansion) | Definition / Description | (A)dd, (C)hange |
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| **LRO (Last Routing Option)** | The LRO is sent by the VPC to the Call Server/Routing Proxy and provides the Call Server/Routing Proxy with a "last chance" destination for the call. The LRO may be the Contingency Routing Number (CRN), which is a 24x7 PSAP emergency number, or it may contain a routing number associated with a national or default call center. The content of the LRO will depend on the condition that resulted in the providing of the LRO. Ultimately the usage of LRO routing data for call delivery is based on logic internal to the Call Server/Routing Proxy.<br><br>**Relevant NENA Documents:**<br>NENA 08-001, NENA Interim VoIP Architecture for Enhanced 9-1-1 Services (i2) (Archived) | |
| **LSR (Local Service Request)** | An industry-standard form sent to the existing (or "old") provider by a provider upon receiving a request to port a telephone number from a new customer.<br><br>**Relevant NENA Documents:**<br>NENA 02-011, NENA Data Standards for Local Exchange Carriers, ALI Service Providers & 9-1-1 Jurisdictions | |
| **LSRG (Legacy Selective Router Gateway)** | Provides an interface between a 9-1-1 Selective Router and an ESInet, enabling calls to be routed and/or transferred between Legacy and NG networks. A tool for the transition process from Legacy 9-1-1 to NG9-1-1.<br><br>**Relevant NENA Documents:**<br>NENA-INF-003, NENA Potential Points of Demarcation in NG9-1-1 Networks Information Document | |

| Term or Abbreviation (Expansion) | Definition / Description | (A)dd, (C)hange |
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| **LSSGR (LATA Switching Systems Generic Requirements)** | A set of Telcordia (formerly Bellcore) specifications defining the requirements of LATA (Local Access and Transport Area) switching systems.<br><br>**Relevant NENA Documents:**<br>NENA 08-502, NENA Generic E9-1-1 Requirements Technical Information Document (TID) | |
| **LTE (Long Term Evolution)** | A standard for wireless communication of high-speed data for mobile phones and data terminals developed by the 3rd Generation Partnership Project (3GPP).<br><br>**Relevant NENA Documents:**<br>NENA-STA-010, Detailed Functional and Interface Standards for the NENA i3 Solution | |
| **LVF (Location Validation Function)** | A functional element in an NGCS that is a LoST protocol server where civic location information is validated against the authoritative GIS database information. A civic address is considered valid if it can be located within the database uniquely, is suitable to provide an accurate route for an emergency call and adequate and specific enough to direct responders to the right location.<br><br>**Relevant NENA Documents:**<br>• NENA-STA-005, NENA Standards for the Provisioning and Maintenance of GIS data to ECRFs and LVFs<br>• NENA-STA-010, Detailed Functional and Interface Standards for the NENA i3 Solution | |
| **Macrocell** | A wireless carrier installed and activated cell that may have a radius range of approximately at least one kilometer but up to 20 kilometers (or approximately one-half mile to 12 miles) and provide access to all wireless handsets and access devices.<br><br>**Relevant NENA Documents:**<br>NENA-INF-018, NENA Non-Mobile Wireless Service Interaction Information Document | |

| Term or Abbreviation (Expansion) | Definition / Description | (A)dd, (C)hange |
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| **Management Console** | A Functional Element that supports general management functions for the PSAP. It also sends and receives Discrepancy Reports on behalf of the PSAP.<br><br>**Relevant NENA Documents:**<br>NENA-REQ-001, NENA Next Generation 9-1-1 Public Safety Answering Point Requirements | |
| **Manual Transfer** | The capability of a PSAP attendant to transfer a 9-1-1 call to another location by manually dialing the destination number or speed dialing code. | |
| **Mass Calling Event** | A period of high 9-1-1 call volume triggered by an accident, man-made, natural, or weather-related event.<br><br>**Relevant NENA Documents:**<br>NENA-INF-002, NENA Information Document on The Effect of Mass Calling Events on Legacy SR to PSAP Trunking | |
| **Master Clock** | An accurate timing device that generates synchronization signals to control other clocks or equipment.<br><br>**Relevant NENA Documents:**<br>NENA-STA-026, NENA PSAP Master Clock Standard | |
| **MCC (Mobile Competence Centre)** | Provides support to the 3rd Generation Partnership Project (3GPP), as well as to the ETSI's (European Telecommunications Standards Institute) Technical Committee projects by combining voluntary resources with funded resources, all of which are located at the ETSI Headquarters in Sophia Antipolis, southern France. Some experts have been provided by the 3GPP Partners; the remaining team members are paid for from the MCC budget.<br><br>**External References:**<br>3GPP Mobile Competence Centre | |

| Term or Abbreviation (Expansion) | Definition / Description | (A)dd, (C)hange |
|---|---|---|
| **MCS (MSAG Conversion Service)** | A web service providing conversion between PIDF-LO (Presence Information Data Format – Location Object) and MSAG (Master Street Address Guide) data.<br><br>**Relevant NENA Documents:**<br>NENA-STA-010, Detailed Functional and Interface Standards for the NENA i3 Solution | |
| **MDS (Mapping Data Service)** | A service that returns images or features stored in a GIS that can be used to create a display for a telecommunicator or facilitate spatial analyses. Often used to provide maps for handling out of area calls, the Mapping Data Service can also be used locally to provide a single, uniform map display for all functional elements in a PSAP that require maps.<br><br>**Relevant NENA Documents:**<br>NENA-STA-010, Detailed Functional and Interface Standards for the NENA i3 Solution | |
| **MDT (Mobile Data Terminal)** | A computerized device used in a vehicle to exchange information between an end user and a communications center. | |
| **Method of Location Determination** | A representation of the "method token" or some 9-1-1 specific grouping or simplification of the various "method tokens".<br><br>**Relevant NENA Documents:**<br>NENA-STA-043, NENA NG9-1-1 Data Flow Standard | A |
| **method token** | One of the text strings designating the manner in which location information in a PIDF-LO object has been derived or discovered. Any party may register new method tokens with the IANA, as needed, on a first-come-first-serve basis.<br><br>**Relevant NENA Documents:**<br>NENA-STA-043, NENA NG9-1-1 Data Flow Standard | A |

| Term or Abbreviation (Expansion) | Definition / Description | (A)dd, (C)hange |
|---|---|---|
| *Metrocell* | A type of small cell that is generally wireless carrier installed and activated; may have a cell radius range of approximately 150 to 300 meters (or approximately 500 to 1000 feet). **Relevant NENA Documents:** NENA-INF-018, NENA Non-Mobile Wireless Service Interaction Information Document | |
| *MF (Multi-Frequency)* | A type of in-band signaling used on analog interoffice and 9-1-1 trunks. **Related Terms:** *Enhanced MF (Enhanced Multi-Frequency), E-MF* A signaling protocol, used on the E9-1-1 tandem-to-PSAP interface, that is based on the Feature Group D (FG-D) protocol and supports the delivery of up to two 10-digit numbers, the first of which is preceded by two ANI information digits (i.e., ANI "II" digits). Telcordia GR-2953-CORE. **Relevant NENA Documents:** <br> • NENA 03-002, NENA Standard for the Implementation of Enhanced MF Signaling, E9-1-1 Tandem to PSAP <br> • NENA-STA-027, NENA E9-1-1 PSAP Equipment Standards | |
| *MGCP (Media Gateway Control Protocol)* | A protocol used to convert signaling between the PSTN (Public Switched Telephone Network) to VoIP networks. **External References:** RFC 3435, Media Gateway Control Protocol (MGCP) | |
| *MIB (Management Information Base)* | An object used with the Simple Network Management Protocol to manage a specific device or function. **Relevant NENA Documents:** NENA-STA-010, Detailed Functional and Interface Standards for the NENA i3 Solution | |

| Term or Abbreviation (Expansion) | Definition / Description | (A)dd, (C)hange |
|---|---|---|
| *Microcell* | A type of small cell that is generally wireless carrier installed and activated; may have a cell radius range of approximately 2 kilometers (or approximately 1 mile).<br><br>**Relevant NENA Documents:**<br>NENA-INF-018, NENA Non-Mobile Wireless Service Interaction Information Document | |
| *MIME (Multipurpose Internet Mail Extensions)* | An IETF specification for formatting and identifying data so that it can be sent over an IP network. Within NG9-1-1 it is primarily used within SIP messages.<br><br>**Relevant NENA Documents:**<br>NENA-STA-010, Detailed Functional and Interface Standards for the NENA i3 Solution | C |
| *MIS (Management Information System)* | A computer system that collects, stores and correlates data from multiple systems and allows users to readily access data support to operational and strategic decision making on performance, trends, traffic capacities, etc.<br><br>**Relevant NENA Documents:**<br>NENA-INF-021, NENA Request for Proposal Considerations Information Document | C |
| *Misrouted Call* | A Call routed to a PSAP that should not have received it due to a provisioning error (for example in the ECRF, in the PRF, or the LIS) or other misconfigurations.<br><br>**Relevant NENA Documents:**<br>• NENA-STA-019, NENA NG9-1-1 Call Processing Metrics Standard<br>• NENA-STA-020, NENA Standard for 9-1-1 Call Processing | |

| Term or Abbreviation (Expansion) | Definition / Description | (A)dd, (C)hange |
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| **MLP (Mobile Location Protocol)** | A protocol that may be used for mobile location queries.<br><br>**External References:**<br>Location Inter-operability Forum (LIF) Mobile Location Protocol | |
| **MLTS (Multi-Line Telephone System)** | Communications equipment comprised of common control unit(s), telephone sets, control hardware and software and adjunct systems used typically in enterprise settings such as hotels, government agencies, commercial offices, and campuses. Such equipment includes network and premises-based systems such as Centrex, VoIP, as well as PBX, Hybrid, and Key Telephone Systems (as classified by the FCC under Part 68 Requirements).<br><br>**Related Terms:**<br>**Shared Residential MLTS (Multi-Line Telephone System) Service**<br>The use of a specialized telephone system to provide service to residential facilities even if the service is not delineated for purposes of billing. Residential facilities shall be liberally construed to mean single family and multi-family facilities including Extended Care Facilities and Dormitories.<br><br>**Relevant NENA Documents:**<br>• NENA 03-502, Trunking for Private Switch 9-1-1 Service Technical Information Document (TID)<br>• NENA 06-003, NENA Private Switch (PS) E-9-1-1 Database Standard<br>• NENA 06-502, Industry Common Mechanisms for MLTS E9-1-1 Caller Location Discovery and Reporting Technical Information Documents (TID)<br><br>**External References:**<br>FCC website: Multi-line Telephone Systems - Kari's Law and Ray Baum's Act | C |

| Term or Abbreviation (Expansion) | Definition / Description | (A)dd, (C)hange |
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| **MMS (Multimedia Messaging Service)** | A standard way to send messages that extends the core SMS (Short Message Service) capability to include multimedia content to and from a mobile phone over a cellular network.<br><br>**Relevant NENA Documents:**<br>NENA-STA-015, NENA Standard Data Formats for 9-1-1 Data Exchange & GIS Mapping | |
| **MOU (Memorandum of Understanding)** | A document written between parties to cooperatively work together on an agreed upon project or meet an agreed upon objective.<br><br>**Also known as:**<br>**Cooperative Agreement**<br>**MOA (Memorandum of Agreement)**<br><br>**Related Terms:**<br>**Mutual Aid Agreement**<br>Written agreement between agencies and/or jurisdictions in which they agree to assist one another upon request, by furnishing personnel and equipment.<br><br>**Relevant NENA Documents:**<br>NENA-INF-012, NENA Inter-Agency Agreements Model Recommendations Information Document | C |

| Term or Abbreviation (Expansion) | Definition / Description | (A)dd, (C)hange |
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| **MPC/GMLC (Mobile Positioning Center/ Gateway Mobile Location Center)** | A Functional Entity that provides an interface between the wireless originating network and the Emergency Services Network. The MPC/GMLC retrieves, forwards, stores and controls position data within the location services network. It interfaces with the location server (e.g., Position Determining Entity (PDE)) for initial and updated position determination. The MPC/GMLC restricts access to provide position information only while an emergency call is active.<br><br>**Relevant NENA Documents:**<br>• NENA-STA-018, NENA Standard for the Implementation of the Wireless Emergency Service Protocol E2<br>• NENA-STA-010, Detailed Functional and Interface Standards for the NENA i3 Solution<br><br>**External References:**<br>Recommended Best Practices for Supplemental 9-1-1 Location Data | |
| **MPCAP (Mobile Positioning Capability)** | A dataset containing the Electronic Serial Numbers of provisioned handsets indicating their capability of providing location information. This information is used to trigger a location query to the PDE (Positioning Determining Equipment).<br><br>**External References:**<br>TIA J-STD-036 - Enhanced Wireless 9-1-1 Phase II | |

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| ***MSAG (Master Street Address Guide)*** | A database 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. | A |
| | **Related Terms:** | |
| | ***MSAG Address*** | |
| | An address recognized by Public Safety for the dispatch of emergency first responders. It is an absolute and unique address in that variants for directions, street spelling, street suffixes, and community names are not allowed. It is preferred that MSAG Addresses be in Civic Address format. | |
| | ***MSAG Baseline*** | |
| | An MSAG file that is a snapshot image which represents a complete, up-to-date set of MSAG data at the point in time it was created. | |
| | ***MSAG Consumer*** | |
| | Identifies appropriate organizational entities that have an accepted need for the MSAG in order to support E9-1-1 (e.g., DBMSPs, SPs, Wireless, VDBs, ERDBs, VSPs). | |
| | ***MSAG Coordinator, MSAG Administrator*** | |
| | The individual with the 9-1-1 Governing Authority or 9-1-1 Authority who has responsibility for all daily maintenance of the 9-1-1 database, to include, but not limited to MSAG maintenance, 9-1-1 Inquiry resolution, notifying Service Providers of address changes or corrections for a resident. | |
| | ***MSAG Delta*** | |
| | A file of incremental changes to the MSAG. The changes are applied in the order that they are presented, to either the last updated version of the MSAG or a current Baseline of the MSAG, whichever is more recent. | |
| | ***MSAG Discrepancy*** | |
| | A record being retrieved from ALI during an actual E9-1-1 call with incorrect information because an MSAG field was incorrect. For example, incorrect ESN assignment or transposition of numbers, incorrect house number ranges, odd/even indicator. | |

| Term or Abbreviation (Expansion) | Definition / Description | (A)dd, (C)hange |
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| | **MSAG Error**<br><br>A hard error from DBMS service order processing or a manual update that failed to meet the MSAG specifications.<br><br>**MSAG Local Operational**<br><br>An MSAG maintained in a format other than the recommended standard set forth in NENA 02-010 and 02-011. This format may consist of variances to the standard MSAG such as unparsed and concatenated fields for directional, street name, and suffix.<br><br>**MSAG Operator**<br><br>Typically, this is the Database Management System Provider who works in conjunction with a 9-1-1 Administrator.<br><br>**MSAG Source**<br><br>Represents a recognized supplier of MSAG files, which may be the MSAG Administrator, or an authorized MSAG Operator. The MSAG Source is typically the E9-1-1 System Service Provider, but may be the 9-1-1 Administrator's MSAG Administrator.<br><br>**MSAG Standard**<br><br>An MSAG maintained in accordance with the data fields as recommended in NENA standards.<br><br>**Relevant NENA Documents:**<br>• NENA 02-011, NENA Data Standards for Local Exchange Carriers, ALI Service Providers & 9-1-1 Jurisdictions<br>• NENA 71-501, NENA Information Document for Synchronizing Geographic Information System databases with MSAG & ALI<br>• NENA-STA-010, Detailed Functional and Interface Standards for the NENA i3 Solution<br>• NENA-STA-015, NENA Standard Data Formats for 9-1-1 Data Exchange & GIS Mapping | |

| Term or Abbreviation (Expansion) | Definition / Description | (A)dd, (C)hange |
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| **MSC (Mobile Switching Center)** | The wireless equivalent of a Central Office, which provides switching functions for wireless calls.<br><br>**Relevant NENA Documents:**<br>• NENA 05-501, NENA Technical Information Document - SS7 Guidelines for MSC to Selective Router Connectivity<br>• NENA-STA-010, Detailed Functional and Interface Standards for the NENA i3 Solution | |
| **MSID (Mobile Station Identity)** | A unique identifier for a wireless phone used as a paging identity to complete an emergency call from a PSAP. The MSID may be an International Mobile Subscription Identity (IMSI) or a Mobile Identification Number (MIN) programmed into the phone by a service provider.<br><br>**Relevant NENA Documents:**<br>NENA-STA-010, Detailed Functional and Interface Standards for the NENA i3 Solution | |
| **MSRP (Message Session Relay Protocol)** | A standardized mechanism for exchanging instant messages using SIP where a server relays messages between user agents.<br><br>**Relevant NENA Documents:**<br>NENA-STA-010, Detailed Functional and Interface Standards for the NENA i3 Solution | |
| **MTP (Message Transfer Point)** | A layer of the SS7 protocol providing the routing and network interface capabilities to support call setup.<br><br>**Relevant NENA Documents:**<br>NENA-STA-010, Detailed Functional and Interface Standards for the NENA i3 Solution | |

| Term or Abbreviation (Expansion) | Definition / Description | (A)dd, (C)hange |
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| **NAD 83 (North American Datum of 1983)** | A unified horizontal or geometric datum and successor to NAD 27 providing a spatial reference for Canada and the United States. Provides latitude and longitude and some height information using the reference ellipsoid GRS80. Forms the basis of coordinates of all horizontal positions for Canada and the United States.<br><br>**Relevant NENA Documents:**<br>NENA-STA-015, NENA Standard Data Formats for 9-1-1 Data Exchange & GIS Mapping | C |
| **NAK (Negative Acknowledgement)** | A negative acknowledgement that a message, block, or frame has been received in errored condition across a communications circuit, and that it must be retransmitted.<br><br>**Also known as:**<br>**NACK**<br><br>**Relevant NENA Documents:**<br>NENA-STA-027, NENA E9-1-1 PSAP Equipment Standards | A |

| Term or Abbreviation (Expansion) | Definition / Description | (A)dd, (C)hange |
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| *Namespace Name* | A group of related elements that each have a unique name or identifier. There are several different types of namespaces, and each one has a specific syntax used to define the corresponding elements. Namespaces are used in many areas of computing, such as domain names, file paths, and XML documents.<br><br>**Related Terms:**<br>*Namespace Prefix*<br>A namespace prefix can be written for an element or descendant element for which a namespace has been declared, or for an attribute defined therein.<br>*Namespace Qualifier*<br>Qualifies the object identity in terms of its parent namespace. In the more specific case of XML namespaces, namespace qualifiers are called namespace prefixes. Helps in distinguishing different objects that have the same unqualified identity.<br><br>**Relevant NENA Documents:**<br>NENA 02-503, NENA Technical Information Document on XML Namespaces | C |
| *NANP (North American Numbering Plan)* | An integrated telephone numbering plan serving 20 North American countries that share its resources and are in the +1 country code. NANP numbers are ten-digit numbers consisting of a three-digit Numbering Plan Area (NPA) code, commonly called an area code, followed by a seven-digit local number. The format is usually represented as NXX-NXX-XXXX where N is any digit from 2 through 9 and X is any digit from 0 through 9.<br><br>**External References:**<br>NANPA website | C |

| Term or Abbreviation (Expansion) | Definition / Description | (A)dd, (C)hange |
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| **NAPT (Network Address and Port Translation)** | A methodology of remapping one IP address and port into another by modifying network address information in Internet Protocol (IP) datagram packet headers while they are in transit across a traffic routing device.<br><br>**Relevant NENA Documents:**<br>NENA-STA-010, Detailed Functional and Interface Standards for the NENA i3 Solution | |
| **NAS (Network Access Server)** | A computer server that enables an Internet Service Provider (ISP) to provide connected customers with Internet access.<br><br>**Relevant NENA Documents:**<br>NENA 08-505, NENA Recommended Method(s) for Location Determination to Support IP-Based Emergency Services - Technical Information Document (TID) | |
| **NASNA (National Association of State 9-1-1 Administrators)** | The voice of the states on public policy issues impacting 911. State 911 leaders' expertise can assist industry associations, public policymakers, the private sector, and emergency communications professionals at all levels of government as they address complex issues surrounding the evolution of emergency communications. An association that represents state 911 programs in the field of emergency communications.<br><br>**External References:**<br>NASNA website | C |

| Term or Abbreviation (Expansion) | Definition / Description | (A)dd, (C)hange |
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| **National 911 Program** | A federal project with a mission to provide leadership and coordination in supporting and promoting optimal 911 services and playing a critical role by coordinating federal efforts that support 911 services across the nation. Works with States, technology providers, public safety officials and 911 professionals to ensure a smooth transition to an updated 911 system that takes advantage of new communications technologies. It also creates and shares a variety of resources and tools to help 911 systems. Created by Congress in 2004 as the 911 Implementation and Coordination Office (ICO), the National 911 Program is housed within the National Highway Traffic Safety Administration at the U.S. Department of Transportation and is a joint program with the National Telecommunication and Information Administration in the Department of Commerce. <br><br>**External References:** <br>The National 911 Program website | A |
| **NCAS (Non Call-path Associated Signaling)** | A method for delivery of wireless 9-1-1 calls in which the Mobile Directory Number and other call associated data are passed from the Mobile Switching Center to the PSAP outside the voice path. <br><br>**Relevant NENA Documents:** <br>• NENA 05-501, NENA Technical Information Document - SS7 Guidelines for MSC to Selective Router Connectivity <br>• NENA-INF-003, NENA Potential Points of Demarcation in NG9-1-1 Networks Information Document | |

| Term or Abbreviation (Expansion) | Definition / Description | (A)dd, (C)hange |
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| **NCIC (National Crime Information Center)** | An electronic clearinghouse of crime data that can be tapped into by virtually every criminal justice agency nationwide, 24 hours a day, 365 days a year. It helps criminal justice professionals apprehend fugitives, locate missing persons, recover stolen property, and identify terrorists. It also assists law enforcement officers in performing their duties more safely and provides information necessary to protect the public.<br><br>**External References:**<br>NCIC website | C |
| **NCMEC (National Center for Missing and Exploited Children®)** | The nation's clearinghouse and comprehensive reporting center for all issues related to the prevention of and recovery from child victimization, NCMEC leads the fight against abduction, abuse, and exploitation. Opened in 1984 to serve as the nation's clearinghouse on issues related to missing and sexually exploited children.<br><br>**External References:**<br>National Center for Missing and Exploited Children® website | C |

| Term or Abbreviation (Expansion) | Definition / Description | (A)dd, (C)hange |
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| **NDG (NENA Development Group)** | Formed by NENA in 2011 to identify a more efficient development committee structure and process in recognition of the changes currently underway in the 9-1-1 industry. The new structure allows for a more organized, responsive approach to developing the standards, information, and requirements documents that are the core of NENA's mission. The Development Group is governed by the Development Steering Council (DSC). Consists of Committees and Working Groups that develop consensus-driven documents that provide information, establish requirements, and set standards for the Public Safety industry in the areas of emergency communications technology, management, and operations. Such technology is inclusive of the hardware, software, networks, and equipment used for emergency communications.<br><br>**Related Terms:**<br>**NDG (NENA Development Group)**<br>**Committee/WG Member**<br>The inclusion of persons in NENA Committee/WG activities that may not be NENA Members, as defined by that specific term.<br><br>**Relevant NENA Documents:**<br>NENA-ADM-001, NENA Development Group Organizational Structure and Operational Procedures | C |
| **NEAD (National Emergency Address Database)** | A database that utilized MAC address information to identify a dispatchable location for nearby wireless devices within the CMRS provider's coverage footprint. The NEAD was decommissioned on February 14, 2020. For more information, see NENA Statement on NEAD Decommissioning.<br><br>**Relevant NENA Documents:**<br>NENA-STA-015, NENA Standard Data Formats for 9-1-1 Data Exchange & GIS Mapping<br><br>**External References:**<br>NENA Statement on NEAD Decommissioning | A |

| Term or Abbreviation (Expansion) | Definition / Description | (A)dd, (C)hange |
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| **NECA (National Exchange Carrier Association)** | Plays an essential role in helping members deliver vital telecommunications services to rural consumers at reasonable prices. A proven source of reliable industry data analysis.<br><br>**External References:**<br>NECA website | C |
| **NENA (National Emergency Number Association)** | NENA is the National Emergency Number Association, also referred to as The 9-1-1 Association, which is fully dedicated to the continued improvement and modernization of the 9-1-1 emergency communication system. NENA's approach includes research, standards development, training, education, certification, outreach, and advocacy through communication with stakeholders. As an ANSI-accredited Standards Developer, NENA works with 9-1-1 professionals, public policy leaders, emergency services and telecommunications industry partners, like-minded public safety associations, and more. Current NENA activities center on awareness, documentation, and implementation for Next Generation 9-1-1 (NG9-1-1) and international three-digit emergency communication systems. NENA's worldwide members join with the emergency response community in striving to protect human life, preserve property, and maintain the security of all communities.<br><br>**Relevant NENA Documents:**<br>NENA website | C |
| **Network Location Determination** | Refers to the mechanism and data that a network entity can use to ascertain the whereabouts of a terminal in the access network such that the location can be specified in a valid PIDF-LO.<br><br>**Relevant Network Documents:**<br>NENA 08-752, NENA Technical Requirements Document (TRD) for Location Information to Support IP-Based Emergency Services | C |

| Term or Abbreviation (Expansion) | Definition / Description | (A)dd, (C)hange |
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| **Next Hop** | Common IP packet routing term that indicates the IP address of the intermediate destination to which data packets should be forwarded to along the path of the packet's final destination.<br><br>**Relevant NENA Documents:**<br>NENA-INF-011, NENA NG9-1-1 Policy Routing Rules Operations Guide | A |
| **NFPA (National Fire Protection Association)** | A global self-funded nonprofit organization, established in 1896, devoted to eliminating death, injury, property and economic loss due to fire, electrical and related hazards. Delivers information and knowledge through more than 300 consensus codes and standards, research, training, education, outreach and advocacy; and by partnering with others who share an interest in furthering their mission.<br><br>**Relevant NENA Documents:**<br>NENA-STA-020, NENA Standard for 9-1-1 Call Processing<br><br>**External References:**<br>NFPA website | C |

| Term or Abbreviation (Expansion) | Definition / Description | (A)dd, (C)hange |
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| **NG9-1-1 (Next Generation 9-1-1)** | An IP-based system comprised of hardware, software, data, and operational policies and procedures that: | C |
| | (A) provides standardized interfaces from emergency call and message services to support emergency communications; | |
| | (B) processes all types of emergency calls, including voice, data, and multimedia information; | |
| | (C) acquires and integrates additional emergency call data useful to call routing and handling; | |
| | (D) delivers the emergency calls, messages, and data to the appropriate public safety answering point and other appropriate emergency entities; | |
| | (E) supports data or video communications needs for coordinated incident response and management; and | |
| | (F) provides broadband service to public safety answering points or other first responder entities. | |
| | Agreed to by NENA, NASNA, iCERT, and the National 9-1-1 Office representatives on 01/12/2018, see: | |
| | 47 USC 942: Coordination of 9-1-1, E9-1-1, and Next Generation 9-1-1 implementation | |
| | **Also known as:** | |
| | *Next Generation 9-1-1 Services* | |
| | **Relevant NENA Documents:** | |
| | • NENA-STA-010, Detailed Functional and Interface Standards for the NENA i3 Solution | |
| | • NENA-INF-006, NENA NG9-1-1 Go-To Handbook | |
| | • NENA-REF-005, NENA NG9-1-1 Guide for 9-1-1 Authorities | |

| Term or Abbreviation (Expansion) | Definition / Description | (A)dd, (C)hange |
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| **NGCS (Next Generation 9-1-1 Core Services)** | The base set of services needed to process a 9-1-1 call on an ESInet. Includes the ESRP, ECRF, LVF, BCF, Bridge, Policy Store, Logging Services and typical IP services such as DNS and DHCP.<br><br>The term NG9-1-1 Core Services includes the services and not the network on which they operate. See Emergency Services IP Network.<br><br>**Relevant NENA Documents:**<br>NENA-STA-010, Detailed Functional and Interface Standards for the NENA i3 Solution | |
| **NG-SEC (Next Generation 9-1-1 Security)** | Reference name for NENA Standard 75-001, Security for Next-Generation 9-1-1 (NG-SEC).<br><br>**Relevant NENA Documents:**<br>NENA 75-001, NENA Security for Next-Generation 9-1-1 Standard (NG-SEC) | |
| **NGUID (NENA Globally Unique ID)** | A globally unique ID generated and maintained within a GIS database by combining a "locally unique ID", which may be numeric and/or text, and the "Agency Identifier" (a domain representing that authority, as defined in NENA-STA-010) of the 9-1-1 Authority, into a new single ID.<br><br>**Relevant NENA Documents:**<br>NENA-STA-006, NENA Standard for NG9-1-1 GIS Data Model | C |

| Term or Abbreviation (Expansion) | Definition / Description | (A)dd, (C)hange |
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| **NHTRC (National Human Trafficking Resource Center)** | A national anti-trafficking hotline and resource center serving victims and survivors of human trafficking and the anti-trafficking community in the United States.<br><br>**Related Terms:**<br>**NHTH (National Human Trafficking Hotline)**<br>Connects victims and survivors of sex and labor trafficking with services and supports to get help and stay safe. The National Hotline also receives tips about potential situations of sex and labor trafficking and facilitates reporting that information to the appropriate authorities in certain cases.<br><br>**Relevant NENA Documents:**<br>NENA-INF-022, NENA Protocol for Handling Calls Regarding Human Trafficking Information Document<br><br>**External References:**<br>National Human Trafficking Hotline website | |
| **NHTSA (National Highway Traffic Safety Administration)** | An agency within the U.S. Department of Transportation that focuses on traffic safety and the economic impact of crashes, injuries, etc. The National 911 Program is housed within the NHTSA.<br><br>**External References:**<br>NHTSA website | C |
| **NIC (National Integration Center)** | Operates within the Department of Homeland Security and is responsible for managing the implementation and administration of the National Incident Management System (NIMS).<br><br>**External References:**<br>National Incident Management System Integration Center | |
| **NIEM (National Information Exchange Model)** | A common vocabulary that enables efficient information exchange across diverse public and private organizations.<br><br>**External References:**<br>NIEM website | C |

| Term or Abbreviation (Expansion) | Definition / Description | (A)dd, (C)hange |
|---|---|---|
| **NIF (NG9-1-1 Specific Interwork Function)** | The functional component of a Legacy Network Gateway or Legacy PSAP Gateway which provides NG9-1-1 specific processing of the call not provided by an off-the-shelf protocol interwork gateway.<br><br>**Relevant NENA Documents:**<br>NENA-STA-010, Detailed Functional and Interface Standards for the NENA i3 Solution | |
| **NIMS (National Incident Management System)** | Guides all levels of government, nongovernmental organizations (NGO), and the private sector to work together to prevent, protect against, mitigate, respond to, and recover from incidents. NIMS provides stakeholders across the whole community with the shared vocabulary, systems, and processes to successfully deliver the capabilities described in the National Preparedness System.<br><br>**Relevant NENA Documents:**<br>NENA-INF-017, NENA Communications Center/PSAP Disaster and Contingency Plans Model Recommendation<br><br>**External References:**<br>NIMS website | C |

| Term or Abbreviation (Expansion) | Definition / Description | (A)dd, (C)hange |
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| **NIOC (NG9-1-1 Interoperability Oversight Commission)** | An independent, revenue-neutral, oversight governance body for the NG9-1-1 Public Key Infrastructure (PKI), Forest Guide, and other technical services necessary for interoperability and security in NG9-1-1. These services are required under standards promulgated by NENA and the Internet Engineering Task Force (IETF). The NIOC establishes the rules and policies for operating these services and performs oversight of their day-to-day operation, including compliance and finances. Commission members are selected by the NENA Board of Directors following an open annual nomination process and represent various stakeholder interests within 9-1-1, including elected officials, PSAPs, vendors, service providers, the NENA board, and the 9-1-1 standards development community. The NIOC operates independently of NENA and the NENA Board pf Directors.<br><br>**External References:**<br>NIOC website | A |
| **NISO (National Information Standards Organization)** | A non-profit association accredited by the American National Standards Institute (ANSI), identifies, develops, maintains, and publishes technical standards to manage information in today's continually changing digital environment. NISO standards apply both traditional and new technologies to information across its whole lifecycle, from creation through documentation, use, repurposing, storage, metadata, and preservation.<br><br>**External References:**<br>NISO website | C |

| Term or Abbreviation (Expansion) | Definition / Description | (A)dd, (C)hange |
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| **NIST (National Institute of Standards and Technology)** | Part of the U.S. Department of Commerce. Its mission is to promote U.S. innovation and industrial competitiveness by advancing measurement science, standards, and technology in ways that enhance economic security and improve our quality of life.<br><br>**External References:**<br>NIST website | C |
| **NJTI (National Joint TERT Initiative)** | A partnership between APCO and NENA dedicated to the promotion of Telecommunicator Emergency Response Taskforce (TERT) programs that satisfy deployable status criteria for telecommunicator mutual aid response during disasters.<br><br>**Relevant NENA Documents:**<br>APCO/NENA ANS 1.105.2-2015, Standard for Telecommunicator Emergency Response Taskforce (TERT)<br><br>**External References:**<br>NJTI - TERT website | C |
| **Nomadic VoIP Call** | Call generated by a VoIP user other than their originally provisioned fixed location using the terminal equipment from that location (i.e.: VoIP handset, laptop, VoIP terminal, PC).<br><br>**Relevant NENA Documents:**<br>NENA 03-507, ESQK Guidelines for VoIP to E9-1-1 Connectivity | |
| **Notifier** | An element in an event notification mechanism that transmits events.<br><br>**Relevant NENA Documents:**<br>NENA-STA-010, Detailed Functional and Interface Standards for the NENA i3 Solution | C |

| Term or Abbreviation (Expansion) | Definition / Description | (A)dd, (C)hange |
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| **NPA (Numbering Plan Area)** | Encoded numerically with a three-digit telephone number prefix, commonly called the area code. Each telephone is assigned a seven-digit telephone number unique only within its respective plan area. The telephone number consists of a three-digit central office code and a four-digit station number. The combination of an area code and the telephone number serves as a destination routing address in the public switched telephone network (PSTN). **Relevant NENA Documents:** NENA 03-008, NENA Standard for E9-1-1 Default Assignment and Call Routing Functions | C |
| **NPD (Numbering Plan Digit)** | A component of the traditional 8-digit 9-1-1 signaling protocol between the Enhanced 9-1-1 Control Office and the PSAP CPE. Identifies 1 of 4 possible area codes. **Relevant NENA Documents:** NENA-STA-010, Detailed Functional and Interface Standards for the NENA i3 Solution | |
| **NPRM (Notice of Proposed Rulemaking)** | A public notice issued by law when one of the independent agencies of the U.S. government wishes to add, remove, or change a rule or regulation as part of the rulemaking process. **External References:** A Guide to the Rulemaking Process | |
| **NRF (No Record Found)** | Generated when a wire-line 9-1-1 call is placed into the network without an accurate 9-1-1 ALI database record and might not be answered by the appropriate 9-1-1 Public Safety Answering Point. **Relevant NENA Documents:** NENA 02-015, NENA Technical Standard for Reporting and Resolving ANI/ALI Discrepancies and No Records Found for Wireline, Wireless and VoIP Technologies | C |

| Term or Abbreviation (Expansion) | Definition / Description | (A)dd, (C)hange |
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| **NRS (NENA Registry System)** | The entity provided by NENA to manage registries.<br><br>**Related Terms:**<br>**Registry**<br>A single place for keeping valid data values associated with a specific data element.<br><br>**Relevant NENA Documents:**<br>NENA-STA-008, NENA Registry System Standard<br><br>**External References:**<br>• NENA Registry System website<br>• RFC 8126, Guidelines for Writing an IANA Considerations Section in RFCs | |
| **NRSC (Network Reliability Steering Committee)** | An ATIS committee whose mission is to strive to improve network reliability by providing timely consensus-based technical and operational expert guidance to all segments of the public communications industry.<br><br>**External References:**<br>ATIS NRCS website | C |
| **NRTL (Nationally Recognized Testing Laboratory)** | An OSHA program that recognizes private sector organizations to perform certification for certain products to ensure that they meet the requirements of both the construction and general industry OSHA electrical standards.<br><br>**External References:**<br>OSHA NRTL Program website | |
| **NSI (Non-Service Initialized)** | A mobile device for which there is no valid service contract with any CMRS provider. As such, NSI devices have no associated subscriber name and address, do not provide a call-back number, and may not provide location.<br><br>**Relevant NENA Documents:**<br>NENA-INF-004, NENA Operational Impacts of Devices and Sensors Information Document | |

| Term or Abbreviation (Expansion) | Definition / Description | (A)dd, (C)hange |
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| **NTP (Network Time Protocol)** | A networking protocol for clock synchronization between computer systems over packet-switched, variable-latency data networks.<br><br>**Relevant NENA Documents:**<br>NENA-STA-026, NENA PSAP Master Clock Standard | |
| **NTSB (National Transportation Safety Board)** | An independent Federal agency charged by Congress with investigating every civil aviation accident in the U.S. and significant accidents in other modes of transportation - railroad, highway, marine and pipeline. Determines the probable cause of the accidents and issues safety recommendations aimed at preventing future accidents.<br><br>**Relevant NENA Documents:**<br>• NENA 56-007, NENA Pipeline Emergency Operations Standard/Model Recommendation<br>• NENA-STA-013, NENA Public Safety Communications & Railroad Interaction Standard Operating Procedures<br><br>**External References:**<br>NTSB website | C |

| Term or Abbreviation (Expansion) | Definition / Description | (A)dd, (C)hange |
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| *Number Pooling* | A method of reallocating telephony numbering space in the North American Numbering Plan, primarily in growth areas in the United States. Instead of allocating blocks of ten thousand numbers to each carrier in each community, a block of ten thousand numbers is assigned to an individual geographic rate center. That block is then split into ten blocks of a thousand numbers each, which can be separately assigned to competitive local exchange carriers by a number pooling administrator. This reduces the quantity of wasted numbers in markets which have been fragmented between multiple carriers.<br><br>**NENA Relevant Documents:**<br>NENA 03-505, NENA Technical Information Document on Rate Center Consolidation (Archived)<br><br>**External Resources:**<br>National Pooling Administrator website | C |

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| **Number Portability** | Local Number Portability enables customers in the United States to keep their telephone number when switching Service Providers.<br><br>**Related Terms:**<br>**Alternate Number, Call Forward Number**<br>Used in Interim Number Portability (INP), the caller's original telephone number which is call forwarded to the new carrier's telephone number.<br>**Donor Company**<br>The Service Provider currently responsible for an end user's telephone service prior to the migration of the telephone number to another Service Provider.<br>**GNP (Geographic Number Portability)**<br>A form of telephone number portability, where a telephone number may be ported outside its originally assigned rate center (e.g., across LATA boundaries, or to another state). This is different from Local Number Portability (LNP) where the telephone number must be reused within the same rate center.<br>**INP (Interim Number Portability)**<br>The practice of moving a customer to a new carrier using a new telephone number, with the old telephone number forwarded to the new telephone number.<br>**LNP (Local Number Portability)**<br>A process by which a telephone number may be reassigned from one Local Exchange Carrier to another.<br>**Local NPAC (Number Portability Administration Center) Database**<br>The eight (8) regional Number Portability Administration Center Databases which contain current Service Provider switching specific information about TNs involved in porting activity.<br>**LSMS (Local Service Management System) Database**<br>The LSP (Local Service Provider) owned network database which holds down-loaded ported number information. The NPAC (Number Portability Administration Center) SMS (service management | A |

| Term or Abbreviation (Expansion) | Definition / Description | (A)dd, (C)hange |
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| | system) downloads information to the LSMS; the LSMS supplies porting data to the SCP (service control point) used for the routing of telephone calls. | |
| | ***Migrate*** | |
| | The action to transfer an unlocked telephone number from the donor company to the recipient company. | |
| | ***NPAC (Number Portability Administration Center)*** | |
| | Porting data is available throughout the U.S. from the NPAC database via IVR access. Throughout the 02-011 document, referral to access porting data, does NOT mean IVR access. | |
| | ***Recipient Company*** | |
| | The new Service Provider responsible for the end user's telephone service and E9-1-1 data after the migration of the telephone number from a Donor Service Provider. | |
| | ***Remote Call Forwarding*** | |
| | As utilized within Interim Number Portability, a permanent call forwarding feature that allows a call to one Directory Number to be automatically advanced to a Directory Number of another Local Exchange Carrier. | |
| | ***Unlock*** | |
| | The action required by a 9-1-1 Database Management System Provider, upon notification from a Donor Company, that makes the end user's telephone number record available for the Recipient Company to replace the customer details and Company ID. | |
| | **Relevant NENA Documents:** NENA-STA-020, NENA Standard for 9-1-1 Call Processing | |

| Term or Abbreviation (Expansion) | Definition / Description | (A)dd, (C)hange |
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| **NXX** | Most commonly used to refer to three-digit code that forms the second part of a 10-digit North American phone number (digits 4-6). This is also known as the "central office code" or "exchange". Traditionally, in the age of competing phone companies, each NXX is assigned to one company.<br><br>**Relevant NENA Documents:**<br>NENA 03-008, NENA Standard for E9-1-1 Default Assignment and Call Routing Functions | C |
| **OASIS (Organization for the Advancement of Structured Information Standards)** | A standards development organization that promulgates standards for data interchange.<br><br>**External References:**<br>OASIS website | |
| **OCSP (Online Certificate Status Protocol)** | One of two common schemes for determining the revocation status of a cryptographic certificate. The other method, which OCSP has superseded in some scenarios, is known as Certificate Revocation List (CRL). Enables applications to determine the (revocation) state of an identified certificate in real-time. OCSP may be used to satisfy some of the operational requirements of providing more timely revocation information than is possible with CRLs and may also be used to obtain additional status information. An OCSP client issues a status request to an OCSP responder and suspends acceptance of the certificate in question until the responder provides a response. This protocol specifies the data that needs to be exchanged between an application checking the status of a certificate and the server providing that status.<br><br>**Relevant NENA Documents:**<br>NENA-INF-015, NENA NG9-1-1 Security Information Document | C |

| Term or Abbreviation (Expansion) | Definition / Description | (A)dd, (C)hange |
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| **OGC (Open Geospatial Consortium)** | A standards development organization that promulgates standards for the global geospatial community.<br><br>**External References:**<br>OGC website | |
| **OLI (Originating Line Identification parameter)** | A parameter that conveys class of service information about the originator of a call.<br><br>**Relevant NENA Documents:**<br>NENA 05-501, NENA Technical Information Document - SS7 Guidelines for MSC to Selective Router Connectivity | |
| **OMA (Open Mobile Alliance) SpecWorks** | An innovative kind of Standards Development Organization (SDO) where the needs for wireless industry consensus versus the quick and accurate creation of specifications and other technical documentation are balanced via a working group-driven, efficient, and agile process.<br><br>**External References:**<br>OMA SpecWorks website | C |
| **OPX (Off-Premises Extension)** | A dedicated circuit connecting a distant location to a main PBX to provide the same phone system features available at the main location.<br><br>**Relevant NENA Documents:**<br>NENA-STA-015, NENA Standard Data Formats for 9-1-1 Data Exchange & GIS Mapping | |
| **Originating Carrier** | A telecommunications carrier from whose network a customer originates telecommunications traffic.<br><br>**Relevant NENA Documents:**<br>NENA-INF-003, NENA Potential Points of Demarcation in NG9-1-1 Networks Information Document | C |

| Term or Abbreviation (Expansion) | Definition / Description | (A)dd, (C)hange |
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| *Origination Network* | The network which originates a 9-1-1 call. Includes the access network and the calling network. Typically operated by carriers or other service providers.<br><br>**Relevant NENA Documents:**<br>NENA-STA-010, Detailed Functional and Interface Standards for the NENA i3 Solution | |
| *OSI (Open Systems Interconnection)* | A 7-layer hierarchical reference model structure developed by the International Standards Organization for defining, specifying, and relating communications protocols; not a standard or a protocol;<br>Layer Description<br>(7) Application: provides interface with network users,<br>(6) Presentation: performs format and code conversion,<br>(5) Session: manages connections for application programs,<br>(4) Transport: ensures end-to-end delivery,<br>(3) Network: handles network addressing and routing,<br>(2) Data Link: performs local addressing and error detection and<br>(1) Physical: includes physical signaling and interfaces.<br><br>**Relevant NENA Documents:**<br>NENA-STA-010, Detailed Functional and Interface Standards for the NENA i3 Solution | |

| Term or Abbreviation (Expansion) | Definition / Description | (A)dd, (C)hange |
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| **OSI (Open Systems Interconnection)** | A conceptual model that describes how computer systems communicate with each other across LANs and WANs. While it is a defined standard (ISO 7498-1), it is more commonly used as a reference architecture.<br><br>**Relevant NENA Documents:**<br>• NENA-INF-016, NENA Emergency Services IP Network Design (ESIND) Information Document<br>• NENA-INF-003, NENA Potential Points of Demarcation in NG9-1-1 Networks Information Document<br><br>**External References:**<br>ISO 7498-1 | C |
| **OSPF (Open Shortest Path First)** | A link-state routing protocol that was defined in RFC 2328 in 1998. It is one of the most widely used Interior Gateway Protocols (IGP). It is frequently used in conjunction with BGP for MPLS networks. It is used to route within a single routing domain (i.e., autonomous system - AS) and BGP is used to interconnect autonomous systems. OSPF Version 2 is limited to IPv4. When utilizing OSPF for routing within a regional ESInet, it is a best practice to utilize OSPF Version 3 which includes support for IPv6.<br><br>**Relevant NENA Documents:**<br>NENA-INF-016, NENA Emergency Services IP Network Design (ESIND) Information Document<br><br>**External References:**<br>RFC 2328, OSFP Version 2 | C |

| Term or Abbreviation (Expansion) | Definition / Description | (A)dd, (C)hange |
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| **OSS (Operational Support Systems)** | A software component that enables a service provider to monitor, control, analyze, and manage the services on its network.<br><br>**Relevant NENA Documents:**<br>NENA-INF-003, NENA Potential Points of Demarcation in NG9-1-1 Networks Information Document | C |
| **OTT (over-the-top)** | A technology that bypasses traditional network distribution approaches and runs over, or on top of, core Internet networks.<br><br>**Relevant NENA Documents:**<br>NENA-STA-015, NENA Standard Data Formats for 9-1-1 Data Exchange & GIS Mapping | |
| **Outgoing Alert Functional Element** | Provides interfaces that allow an Agency to provide information to emergency services personnel or entities, or to the public at large. Present methods for alerting interested parties to emergencies and other events that may affect them currently use proprietary mechanisms and have limited capabilities.<br><br>**Relevant NENA Documents:**<br>NENA-REQ-001, NENA Next Generation 9-1-1 Public Safety Answering Point Requirements | C |
| **P25 (Project 25)** | A suite of standards developed to provide digital voice and data communication systems suited to public safety and first responders. Project 25 was initiated by the Association of Public Safety Communications Officials (APCO). | |
| **pALI (Pseudo Automatic Location Identification)** | 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). | |

| Term or Abbreviation (Expansion) | Definition / Description | (A)dd, (C)hange |
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| *Parcel* | As it relates to GIS, a representation of the boundaries of legal ownership of a single tract or plot of land or real property. It may or may not be spatially accurate.<br><br>**Relevant NENA Documents:**<br>NENA-INF-014, NENA Information Document for Development of Site/Structure Address Point GIS Data for 9-1-1 | |
| *Parity* | As it relates to GIS, refers to odd and even street address numbers. Odd numbers are located on one side of a street and even on the other, without integrating odd and even numbers on the same side of a street.<br><br>**Relevant NENA Documents:**<br>NENA-STA-006, NENA Standard for NG9-1-1 GIS Data Model | |
| *Participant* | A Member who has attended more than one meeting of a particular NENA Committee or Working Group, as reflected in the minutes, and who has not terminated his or her involvement by giving written notice of withdrawal to the Committee or Working Group Co-Chairs or has been removed due to inactivity.<br><br>**Relevant NENA Documents:**<br>• NENA-ADM-001, NENA Development Group Organizational Structure and Operational Procedures<br>• NENA Intellectual Property Rights Policy | C |

| Term or Abbreviation (Expansion) | Definition / Description | (A)dd, (C)hange |
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| **Participating Entity** | Any entity, including its affiliates that employs or controls a Member who participates in a NENA Committee.<br><br>**Relevant NENA Documents:**<br>• NENA-ADM-001, NENA Development Group Organizational Structure and Operational Procedures<br>• NENA Intellectual Property Rights Policy | C |
| **PBX (Private Branch Exchange)** | A private telephone switch that is connected to the Public Switched Telephone Network. | |
| **PCA (PSAP Credentialing Agency)** | The root authority designated to issue and revoke security credentials (in the form of an X.509 certificate) to authorized 9-1-1 agencies in an i3-compliant infrastructure. | |
| **PDE (Position Determining Entity)** | Determines the precise position or geographic location of a wireless terminal when the MS starts a call or while the MS is engaged in a call. Each PDE supports one or more position determining technologies. Multiple PDEs may service the coverage area of an MPC and multiple PDEs may serve the same coverage area of an MPC utilizing different positioning determining technologies.<br><br>**Related Terms:**<br>**LDT (Location Determination Technology)**<br>A system which computes the x and y coordinates of a wireless 9-1-1 caller, and z, where applicable.<br><br>**Relevant NENA Documents:**<br>NENA-STA-015, NENA Standard Data Formats for 9-1-1 Data Exchange & GIS Mapping | |
| **PHB (Per Hop Behaviors)** | The action a router takes for a packet marked with a specific code point in the Diffserv QoS mechanism in IP networks.<br><br>**Relevant NENA Documents:**<br>NENA-STA-010, Detailed Functional and Interface Standards for the NENA i3 Solution | |

| Term or Abbreviation (Expansion) | Definition / Description | (A)dd, (C)hange |
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| **Physical Demarcation** | A mutually-defined boundary dividing one area of responsibility for managing tangible assets, such as computers, routing hardware, or transmission lines from another.<br><br>**Also known as:**<br>**Physical Demarc**<br><br>**Relevant NENA Documents:**<br>NENA-INF-003, NENA Potential Points of Demarcation in NG9-1-1 Networks Information Document | |
| **Picocell** | A type of small cell that is generally wireless carrier installed and activated and that generally may have a cell radius range of approximately 200 meters (or approximately 650 feet).<br><br>**Relevant NENA Documents:**<br>NENA-INF-018, NENA Non-Mobile Wireless Service Interaction Information Document | |
| **PIDF (Presence Information Data Format)** | Specified in IETF RFC 3863, it provides a common presence data format for Presence protocols, and also defines a new media type. A presence protocol is a protocol for providing a presence service over the Internet or any IP network.<br><br>**Relevant NENA Documents:**<br>NENA-STA-010, Detailed Functional and Interface Standards for the NENA i3 Solution<br><br>**External References:**<br>RFC 3863, Presence Information Data Format (PIDF) | |
| **PIDF-LO (Presence Information Data Format – Location Object)** | Provides a flexible and versatile means to represent location information in a SIP header using an XML schema.<br><br>**Relevant NENA Documents:**<br>NENA-STA-010, Detailed Functional and Interface Standards for the NENA i3 Solution | |

| Term or Abbreviation (Expansion) | Definition / Description | (A)dd, (C)hange |
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| **PIF (Protocol Interworking Function)** | That functional component of a Legacy Network Gateway or Legacy PSAP Gateway that interworks legacy PSTN signaling such as ISUP or CAMA with SIP signaling.<br><br>**Relevant NENA Documents:**<br>NENA-STA-010, Detailed Functional and Interface Standards for the NENA i3 Solution | |
| **Pilot Number** | A telephone customer's main account number, lead number, main listed number, or billing account. | |
| **PKI (Public Key Infrastructure)** | A set of hardware, software, people, policies, and procedures needed to create, manage, distribute, use, store, and revoke digital certificates and manage public-key encryption.<br><br>**Related Terms:**<br>**CP/CPS (Certificate Policy/Certification Practice Statement)**<br>Practice and Policy over the PKI. A public key infrastructure (PKI) supports the distribution and identification of public encryption keys, enabling users and computers to both securely exchange data over networks such as the Internet and verify the identity of the other party.<br><br>**Relevant NENA Documents:**<br>NENA-INF-015, NENA NG9-1-1 Security Information Document | |
| **POI (Point of Interconnection)** | A Physical Demarcation between an originating carrier network and an NG9-1-1 network.<br><br>**Relevant NENA Documents:**<br>NENA-INF-003, NENA Potential Points of Demarcation in NG9-1-1 Networks Information Document | |

| Term or Abbreviation (Expansion) | Definition / Description | (A)dd, (C)hange |
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| *Point-in-Polygon selection* | The GIS process of identifying spatial coincidence between points and polygons by overlaying a point onto a polygon to determine if the point is contained within the polygon.<br><br>**Relevant NENA Documents:**<br>NENA 02-014, NENA GIS Data Collection and Maintenance Standards | |
| *Policy Store* | A functional element in the ESInet that stores policy documents/rules.<br><br>**Related Terms:**<br>*Policy Editor*<br>A tool to edit policy in a user-friendly way.<br><br>**Relevant NENA Documents:**<br>NENA-INF-011, NENA NG9-1-1 Policy Routing Rules Operations Guide | |
| *Position Source* | A parameter in the E2 protocol standard that actually indicates the 'method' used for determining the latitude and longitude values, but that is also frequently used as an indication of wireless Phase 1 or Phase 2 in the ALI response to the PSAP.<br><br>**Relevant NENA Documents:**<br>NENA-STA-018, NENA Standard for the Implementation of the Wireless Emergency Service Protocol E2 | |
| *POTS (Plain Old Telephone Service)* | Voice-grade telephone service employing analog signal transmission over twisted pair copper wire. | |
| *PRC (Process Review Committee)* | An independent body that advises the NENA Executive Board that all operational procedures have been followed during the document approval process. The PRC consists of balanced representation from at least three interest categories: users, producers and general interest.<br><br>**Relevant NENA Documents:**<br>NENA-ADM-001, NENA Development Group Organizational Structure and Operational Procedures | |

| Term or Abbreviation (Expansion) | Definition / Description | (A)dd, (C)hange |
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| ***Pre-programmed message*** | TTY message that may be programmed into some models of standalone or integrated TTYs that allows the call taker to transmit the message within a minimum number of keystrokes or mouse clicks. | |
| ***Presence*** | Conveys the ability and willingness of a user to communicate with other users on a network, across a set of devices. IETF RFC 2778 defines a model and terminology for describing systems that provide presence information. In that model, a presence service is a system that accepts, stores, and distributes presence information to interested parties.<br><br>**Also known as:**<br>***Presence Information***<br><br>**External References:**<br>RFC 2778, A Model for Presence and Instant Messaging | |
| ***PRF (Policy-based Routing Function)*** | That functional component of an Emergency Service Routing Proxy that determines the next hop in the SIP signaling path using a Policy Routing Rule.<br><br>**Relevant NENA Documents:**<br>• NENA-INF-011, NENA NG9-1-1 Policy Routing Rules Operations Guide<br>• NENA-STA-010, Detailed Functional and Interface Standards for the NENA i3 Solution | C |
| ***Private 9-1-1 Emergency Answering Point*** | An answering point operated by non-public safety entities with functional alternative and adequate means of signaling and directing response to emergencies. Includes training to individuals intercepting call for assistance that is in accordance with applicable local emergency telecommunications requirements. Private 9-1-1 Emergency Answering Points are an adjunct to public safety response and as such must provide incident reporting to the public safety emergency response centers per local requirements. | |

| Term or Abbreviation (Expansion) | Definition / Description | (A)dd, (C)hange |
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| **Property** | As it relates to GIS, a representation of land by either a parcel, group of parcels or site footprint. | |
| **Protected Service Occupation** | A classification of professional or vocational positions of employment that involve activities that provide protection to the public. This classification has been approved in some states (e.g., California, Indiana, Maryland, Tennessee, Texas, West Virginia), and is pending in federal legislation.<br><br>**External References:**<br>Standard Occupational Classification System ("9-1-1 Saves Act") Proposed Legislation | A |
| **Proxy** | An entity in a call path that is an intermediary, and not an endpoint. Most message contents are copies (proxied) from one side of the proxy to the other, but the proxy may modify some elements, make a routing decision, or reject the call.<br><br>**Relevant NENA Documents:**<br>NENA-STA-010, Detailed Functional and Interface Standards for the NENA i3 Solution | |
| **Proxy or Proxy Server/Policy and Routing Server** | A policy and routing server in the context of SIP is a proxy server, an intermediary entity that acts as both a server and a client for the purpose of making requests on behalf of other clients. A proxy server primarily plays the role of routing, which means its job is to ensure that a request is sent to another entity "closer" to the targeted user. Proxies are also useful for enforcing policy (for example, making sure a user is allowed to make a call). A proxy interprets, and, if necessary, rewrites specific parts of a request message before forwarding it. It can be a policy/routing element in other protocols.<br><br>**External References:**<br>RFC 3261, SIP: Session Initiation Protocol | |

| Term or Abbreviation (Expansion) | Definition / Description | (A)dd, (C)hange |
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| **PRR (Policy Routing Rules)** | Criteria which define how calls are diverted when a target PSAP is unable to take calls.<br><br>**Relevant NENA Documents:**<br>NENA-STA-003, NENA Standard for NG9-1-1 Policy Routing Rules | |
| **PSALI (Private Switch ALI)** | A service option which provides Enhanced 9-1-1 features for telephone stations behind private switches (e.g., PBXs). | |

| Term or Abbreviation (Expansion) | Definition / Description | (A)dd, (C)hange |
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| **PSAP (Public Safety Answering Point)** | An entity responsible for receiving 9-1-1 calls and processing those calls according to a specific operational policy.<br><br>**Related Terms:**<br>**Primary PSAP**<br>A PSAP to which 9-1-1 calls are routed directly from the 9-1-1 Control Office.<br>**Secondary PSAP**<br>A PSAP to which 9-1-1 calls are transferred from a Primary PSAP.<br>**Alternate PSAP**<br>A PSAP designated to receive calls when the primary PSAP is unable to do so.<br>**Consolidated PSAP**<br>A facility where multiple Public Safety Agencies choose to operate as a single 9-1-1 entity.<br>**Legacy PSAP**<br>A PSAP that cannot process calls received via i3-defined call interfaces (IP-based calls) and still requires the use of CAMA or ISDN trunk technology for delivery of 9-1-1 emergency calls.<br>**Serving PSAP**<br>The PSAP to which a call would normally be routed.<br>**NG9-1-1 PSAP**<br>This term is used to denote a PSAP capable of processing calls and accessing data services as defined in NENA's i3 specification, NENA NENA-STA-010, and referred to therein as an "i3 PSAP".<br><br>**Relevant NENA Documents:**<br>• NENA-STA-010, Detailed Functional and Interface Standards for the NENA i3 Solution<br>• NENA-INF-025, NENA Virtual PSAP Management Information Document | |
| **PSTN (Public Switched Telephone Network)** | The network of equipment, lines, and controls assembled to establish communication paths between calling and called parties in North America. | |

| Term or Abbreviation (Expansion) | Definition / Description | (A)dd, (C)hange |
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| **PTSC (Packet Technologies and Services Committee)** | An ATIS standards committee that develops standards related to services, architectures, signaling, network interfaces, next generation carrier interconnect, cybersecurity, and government emergency telecommunications service within next generation networks.<br><br>**Relevant NENA Documents:**<br>NENA 03-004, NENA Standard for E9-1-1 Functional Entity Model<br><br>**External References:**<br>ATIS PTSC website | |
| **QoS (Quality of Service)** | As related to data transmission a measurement of latency, packet loss and jitter.<br><br>**Relevant NENA Documents:**<br>• NENA-STA-010, Detailed Functional and Interface Standards for the NENA i3 Solution<br>• NENA-INF-040, NENA Managing & Monitoring NG9-1-1 Information Document | |
| **Queue** | A stored arrangement of calls or data waiting to be processed.<br><br>**Relevant NENA Documents:**<br>NENA-INF-011, NENA NG9-1-1 Policy Routing Rules Operations Guide | A |
| **Rate Center** | A geographically specified area used for determining mileage and/or usage dependent rates in the Public Switched Telephone Network.<br><br>**Relevant NENA Documents:**<br>NENA 03-505, NENA Technical Information Document on Rate Center Consolidation (Archived) | |
| **RCL (Road Centerline)** | A GIS feature that represents a centerline of a roadway. Each RCL segment has a beginning point, end point and consequently a direction of flow from beginning to end. A RCL typically has street number range information (High and Low) attributed to each segment in order to facilitate geocoding. | |

| Term or Abbreviation (Expansion) | Definition / Description | (A)dd, (C)hange |
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| **RDO (Root Discovery Operator)** | The operator that supports the well-known root database from which the URI (Uniform Resource Identifier) of the correct VDB or ERDB can be determined based on regional location information. | |
| **RDS (Responder Data Services)** | A Functional Element that enables near real time wireless data transmissions between PSAPs and emergency responder devices. This includes transmitting dispatch information, creating new Incidents, updating active and closed Incidents. The Responder Data Services FE can support the transmission and receipt of media, or a reference (i.e., URL) to that media.<br><br>**Relevant NENA Documents:**<br>NENA-REQ-001, NENA Next Generation 9-1-1 Public Safety Answering Point Requirements | |
| **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.<br><br>**Also known as:**<br>**Instant Playback Recorder**<br>**Call Check Recorder**<br>**Instant Recall Recorder**<br><br>**Relevant NENA Documents:**<br>NENA-STA-027, NENA E9-1-1 PSAP Equipment Standards | |

| Term or Abbreviation (Expansion) | Definition / Description | (A)dd, (C)hange |
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| **REF (NENA Reference Publication)** | A NENA Reference Publication may contain any of the following examples that do not fit into a typical Standard, Information or Requirements document:<br>• Public Education<br>• PSAP Training<br>• White Paper<br>• Checklist<br>• Web site material<br><br>NENA Reference publications may be subject to different approval processes, and may require expedited approval under DSC control. The NENA REF Template may be downloaded from the Administrative Procedures & Templates Documents Page on NENA Workspace.<br><br>**Relevant NENA Documents:**<br>NENA-ADM-001, NENA Development Group Organizational Structure and Operational Procedures | |
| **REQ (NENA Requirements Document)** | NENA Requirements (REQ) documents are published as an information source primarily for use by NENA Committees and working groups as guides for their development of NENA Standards. The contents of NENA Requirements documents are derived from a combination of the expressed needs of public safety agencies and the capabilities of the vendors of equipment and services. Requirements documents are not intended for use in development or procurement processes because their content does not include standard methods, processes, or specifications needed to support interoperability among the various 9-1-1 system elements. The NENA REQ Template may be downloaded from the Administrative Procedures & Templates Documents Page on NENA Workspace.<br><br>**Relevant NENA Documents:**<br>NENA-ADM-001, NENA Development Group Organizational Structure and Operational Procedures | |

| Term or Abbreviation (Expansion) | Definition / Description | (A)dd, (C)hange |
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| **Response Agency** | The public safety agency having legal or consensual obligation to respond to a call for service. | |
| **REST (Representational State Transfer)** | An interface that transmits domain-specific data over HTTP without an additional messaging layer such as SOAP or session tracking via HTTP cookies. | |
| **Retrieval Key** | A 10-digit number that is used to uniquely identify an emergency call for the purpose of retrieving the ALI record by the PSAP. | |
| **RF Fingerprinting (Radio Frequency Fingerprinting)** | A process that identifies the device or signaler from which a radio transmission originated by looking at the properties of its transmission, including specific radio frequencies. Each signal originator has its own specific "fingerprint" based on the location and configuration of its transmitted signals.<br><br>**Relevant NENA Documents:**<br>NENA-STA-015, NENA Standard Data Formats for 9-1-1 Data Exchange & GIS Mapping | |
| **RFC (Request for Comment)** | A method by which standard setting bodies receive input from interested parties outside of the working group.<br><br>**Relevant NENA Documents:**<br>NENA-STA-010, Detailed Functional and Interface Standards for the NENA i3 Solution | |
| **RFI (Request for Information)** | A customer document used at an early stage of a procurement to create a list of viable bidders who will later be invited to render an offer or respond to an RFP.<br><br>**Relevant NENA Documents:**<br>NENA-INF-011, NENA NG9-1-1 Policy Routing Rules Operations Guide | A |

| Term or Abbreviation (Expansion) | Definition / Description | (A)dd, (C)hange |
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| **RFP (Request for Proposal)** | A standardized document for requesting negotiated bids. In more general terms, it is an announcement from a customer or funding source that is seeking proposals for a specific program, project, or work effort.<br><br>**Relevant NENA Documents:**<br>NENA-INF-011, NENA NG9-1-1 Policy Routing Rules Operations Guide | A |
| **Ringback Tone** | A tone returned to the caller to indicate that a call is being processed. | |
| **RMS (Records Management System)** | Public Safety Records Management Systems (RMS) are often interfaced to public safety communication centers. RMSs are sometimes accessed directly through computer systems deployed within communication centers for research and analysis purposes. Records Management Systems contain highly confidential information such as criminal activity, ongoing investigations, personal medical data, and the location of valuable items and other confidential information.<br><br>**Relevant NENA Documents:**<br>NENA-REQ-001, NENA Next Generation 9-1-1 Public Safety Answering Point Requirements | C |
| **RNA (Routing Number Authority)** | An authority responsible for distributing ranges of numbers to network operators for the purposes of call routing and query steering.<br><br>**Relevant NENA Documents:**<br>NENA 03-507, ESQK Guidelines for VoIP to E9-1-1 Connectivity | |

| Term or Abbreviation (Expansion) | Definition / Description | (A)dd, (C)hange |
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| **Routing ESN (Emergency Service Number)** | The 3-5 position Emergency Service Number (ESN) used by a selective router to selectively route a 9-1-1 call and for switch-based selective transfer features. In cases where Routing ESNs are not used, the routing ESN equals the Administrative ESN. (Refer to Administrative ESN)<br><br>**Relevant NENA Documents:**<br>NENA 03-008, NENA Standard for E9-1-1 Default Assignment and Call Routing Functions | |
| **RTCP (Real-time Transport Control Protocol)** | A sister protocol of RTP and provides out-of-band control information for an RTP flow. It partners RTP in the delivery and packaging of multimedia data, but does not transport any data itself. It is used periodically to transmit control packets to participants in a streaming multimedia session. The primary function of RTCP is to provide feedback on the quality of service being provided by RTP.<br>It gathers statistics on a media connection and information such as bytes sent, packets sent, lost packets, jitter, feedback and round trip delay. An application may use this information to increase the quality of service perhaps by limiting flow, or maybe using a low compression codec instead of a high compression codec. RTCP is used for Quality of Service (QoS) reporting.<br><br>**Relevant NENA Documents:**<br>NENA-STA-010, Detailed Functional and Interface Standards for the NENA i3 Solution | |
| **RTP (Real Time Protocol)** | An IP protocol used to transport media (voice, video, text) which has a real time constraint.<br><br>**Relevant NENA Documents:**<br>NENA-STA-010, Detailed Functional and Interface Standards for the NENA i3 Solution | |

| Term or Abbreviation (Expansion) | Definition / Description | (A)dd, (C)hange |
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| **RTSP (Real Time Streaming Protocol)** | A network control protocol designed for use in entertainment and communications systems to control streaming media servers.<br><br>**Relevant NENA Documents:**<br>NENA-STA-010, Detailed Functional and Interface Standards for the NENA i3 Solution | |
| **RTT (Real Time Text)** | Text transmission that is character at a time, as in TTY. Technology that allows consumers to send and receive Internet Engineering Task Force (IETF) RFC 4103 text characters, as they are typed, as well as audio simultaneously.<br><br>**Relevant NENA Documents:**<br>• NENA-INF-042, NENA PSAP Readiness for Real-Time Text (RTT) Information Document<br>• NENA-STA-010, Detailed Functional and Interface Standards for the NENA i3 Solution | C |
| **SAML (Security Assertion Markup Language)** | An XML-based, open-standard data format for exchanging authentication and authorization data between an identity provider and another party.<br><br>**Relevant NENA Documents:**<br>NENA-STA-010, Detailed Functional and Interface Standards for the NENA i3 Solution | |
| **SAP (Service Activation Parameter)** | A parameter included in an SS7 call control message to invoke an action at another node or report the result of such an action.<br><br>**Relevant NENA Documents:**<br>NENA-STA-010, Detailed Functional and Interface Standards for the NENA i3 Solution | |

| Term or Abbreviation (Expansion) | Definition / Description | (A)dd, (C)hange |
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| **SAR (Suspicious Activity Report)** | An official documentation of observed behavior reasonably indicative of pre-operational planning related to terrorism or other criminal activity.<br><br>**Relevant NENA Documents:**<br>NENA-INF-040, NENA Managing & Monitoring NG9-1-1 Information Document<br><br>**External References:**<br>Department of Homeland Security Nationwide SAR Initiative website | A |
| **SBC (Session Border Controller)** | A commonly available functional element that provides security, NAT (Network Address Translation) traversal, protocol repair and other functions to VoIP signaling such as SIP. A component of a Border Control Function.<br><br>**Relevant NENA Documents:**<br>NENA-STA-010, Detailed Functional and Interface Standards for the NENA i3 Solution | |
| **SBP (Standards & Best Practices Conference)** | A NENA working conference, the SBP is designed to help 9-1-1 professionals improve their overall 9-1-1 center operations, management and technology. NENA's Development Committees work year-long on the development of recommended Information, Requirements and Standards Documents, with the interactive SBP providing a special opportunity for attendees to evaluate pressing issues and emerging trends, as well as devote time for face-to-face meetings.<br><br>**Relevant NENA Documents:**<br>NENA NG9-1-1 Standards & Best Practices Conference website | |

| Term or Abbreviation (Expansion) | Definition / Description | (A)dd, (C)hange |
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| **Scheme** | As related to the URI format, the part of a URI that indicates the protocol. For example, the scheme in the URI sip:john@example.com is "sip."<br><br>**Relevant NENA Documents:**<br>NENA-STA-010, Detailed Functional and Interface Standards for the NENA i3 Solution | |
| **SCP (Service Control Point)** | A standard component of the SS7 and Intelligent Network (IN) telephone systems which is used to control the service.<br><br>**Relevant NENA Documents:**<br>NENA-INF-003, NENA Potential Points of Demarcation in NG9-1-1 Networks Information Document | |
| **SCTP (Stream Control Transmission Protocol)** | Defined by IETF RFC4960 as the transport layer to carry signaling messages over IP networks. SCTP/T is just one of the many products in the Adax Protocol Software (APS) SIGTRAN suite that has been designed for Convergence, Wireless and Intelligent Networks. Compliant with IETF RFC4960 and RFC3309, SCTP/T (SCTP for Telephony) is implemented in the OS kernel. SCTP/T provides a transport signaling framework for IP networks that enhances the speed and capability of SSCS/HSL and can be deployed over T1/E1, Ethernet and ATM OC3 physical media interfaces. In addition to the services specified in IETF RFC4960, Adax SCTP/T also provides a transport framework with levels of service quality and reliability as those expected from a Public Switched Telephony Network (PSTN).<br><br>**Relevant NENA Documents:**<br>NENA-STA-010, Detailed Functional and Interface Standards for the NENA i3 Solution<br><br>**External References:**<br>RFC 4960, Stream Control Transmission Protocol | |

| Term or Abbreviation (Expansion) | Definition / Description | (A)dd, (C)hange |
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| **SDO (Standards Development Organization)** | An entity whose primary activities are developing, coordinating, promulgating, revising, amending, reissuing, interpreting, or otherwise maintaining standards that address the interests of a wide base of users outside the standards development organization.<br><br>**Relevant NENA Documents:**<br>• NENA-STA-010, Detailed Functional and Interface Standards for the NENA i3 Solution<br>• NENA-ADM-001, NENA Development Group Organizational Structure and Operational Procedures | |
| **SDP (Session Description Protocol)** | A standard syntax contained in a signaling message to negotiate a real time media session.<br><br>**Relevant NENA Documents:**<br>NENA-STA-010, Detailed Functional and Interface Standards for the NENA i3 Solution<br><br>**External References:**<br>RFC 4566, SDP: Session Description Protocol | |
| **Security Posture** | An event that represents a downstream entity's current security state (normal, under attack, …).<br><br>**Relevant NENA Documents:**<br>• NENA-STA-010, Detailed Functional and Interface Standards for the NENA i3 Solution<br>• NENA 75-001, NENA Security for Next-Generation 9-1-1 Standard (NG-SEC) | |

| Term or Abbreviation (Expansion) | Definition / Description | (A)dd, (C)hange |
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| **Selective Routing** | The process by which 9-1-1 calls/messages are routed to the appropriate PSAP or other designated destination, based on the caller's location information, and may also be impacted by other factors, such as time of day, call type, etc. Location may be provided in the form of an MSAG-valid civic address or in the form of geo coordinates (longitude and latitude). Location may be conveyed to the system that performs the selective routing function in the form of ANI or pseudo-ANI associated with a pre-loaded ALI database record (in Legacy 9-1-1 systems), or in real time in the form of a Presence Information Data Format – Location Object (PIDF-LO) (in NG9-1-1 systems) or whatever forms are developed as 9-1-1 continues to evolve.<br><br>**Relevant NENA Documents:**<br>NENA-STA-027, NENA E9-1-1 PSAP Equipment Standards | |
| **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.<br><br>**Relevant NENA Documents:**<br>NENA-STA-010, Detailed Functional and Interface Standards for the NENA i3 Solution | |
| **Service Boundary** | A polygon in a GIS system, SI, ECRF or other ESInet element that indicates the area a particular agency serves.<br><br>**Relevant NENA Documents:**<br>NENA-STA-005, NENA Standards for the Provisioning and Maintenance of GIS data to ECRFs and LVFs | C |
| **Service Environment** | This NG9-1-1 element indicates whether a call is from a business or residence. (Required unless the 'Service Type' value is "wireless".)<br><br>**Relevant NENA Documents:**<br>NENA-STA-043, NENA NG9-1-1 Data Flow Standard | A |

| Term or Abbreviation (Expansion) | Definition / Description | (A)dd, (C)hange |
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| *Service Mapping* | The end result of a LoST findService request to an ECRF which places a 9-1-1 call at exactly one location in a service area polygon for a PSAP (e.g., one address point in the Site/Structure Address Points layer, or a valid house number in the Road Centerlines layer). This term describes the mapping data elements (service region and associated URI) that are used by the ECRF to route a 9-1-1 call when requested by an ESRP or other ECRFs or endpoints.<br><br>**Relevant NENA Documents:**<br>NENA-STA-005, NENA Standards for the Provisioning and Maintenance of GIS data to ECRFs and LVFs<br><br>**External References:**<br>RFC 5222, LoST: A Location-to-Service Translation Protocol | C |
| *Service Mobility* | This NG9-1-1 element provides the service provider's view of the mobility of the caller's device. As the service provider might not know the characteristics of the actual device or access network used, the value should be treated as advisory and not be relied upon.<br><br>**Relevant NENA Documents:**<br>NENA-STA-043, NENA NG9-1-1 Data Flow Standard | A |
| *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 roles: | C |
| --- | --- | --- |
| | **Service Provider Roles:** | |
| | ***9-1-1 SSP (9-1-1 System Service Provider)*** | |
| | An entity that provides systems and support necessary to enable 9-1-1 calling for one or more Public Safety Answering Points (PSAPs) in a specific geographic area. A 9-1-1 SSP may provide the systems and support for either E9-1-1 or NG9-1-1. In the context of E9-1-1, it is typically, but not always, an Incumbent Local Exchange Carrier (ILEC). | |
| | This includes: | |
| | • A method of interconnection for all telecommunications providers including but not limited to the wireline, wireless, and VoIP carriers | |
| | • A method and mechanism for routing a 9-1-1 call to the Public Safety Answering Point (PSAP) with no degradation in service regardless of the technology used to originate the call | |
| | • A method to provide accurate location information for an emergency caller to a PSAP and if required, to other emergency response agencies | |
| | • Installation of PSAP call handling equipment and training of PSAP personnel when contracted to do so | |
| | • Coordinating with PSAP authorities and other telecommunications entities for troubleshooting and on issues involving contingency planning, disaster mitigation and recovery | |
| | ***Covered 9-1-1 Service Providers*** | |
| | A common FCC designation for an entity that: | |
| | • Provides 9-1-1, E9-1-1 or NG9-1-1 capabilities such as call routing, automatic location information (ALI) or automatic number identification (ANI)—or the functional | |

equivalent of those capabilities—directly to a public safety answering point (PSAP), statewide default answering point or appropriate local emergency authority as defined in 47 CFR §64.3000(b); or

- Operates one or more central offices that directly serve a PSAP. A central office directly serves a PSAP if it:

- Hosts a selective router or ALI/ANI database

- Provides equivalent NG9-1-1 capabilities, or

- Is the last service provider facility through which a 9-1-1 trunk or 10-digit administrative line passes before connecting to a PSAP.

### CSP (Communications Service Provider)

This term is used generically to refer to any and all providers of telecommunications services that may be used to generate a 9-1-1 call, and who would interconnect in any fashion to the 9-1-1 network. CSPs include wireline local exchange carriers, Wireless Service Providers, VoIP Service Providers, operators of large PBXs and any other entity providing telecommunications services.

### ISP (Internet Service Provider)

A company that provides Internet access to other companies and individuals.

### Legacy 9-1-1 System Service Provider

A traditional ILEC (Incumbent Local Exchange Carrier) acting as an E9-1-1 System Service Provider.

### LSP (Local Service Provider)

A Telecommunications Carrier (TC) under state or local public utility regulations that provides local exchange telecommunications services.

### NSP (Network Service Provider)

A business or organization that sells bandwidth or network access by providing direct internet backbone access to internet service providers and usually access to network access points.

### OSP (Originating Service Provider)

A communications provider that allows its users or subscribers to originate 9-1-1 voice or nonvoice messages from the public to public safety answering points, including but not limited to wireline, wireless, and voice over internet protocol services.

**PSP (Provisioning Service Provider)**

The component in an ESInet functional element that implements the provider side of a SPML (Service Provisioning Markup Language) interface used for provisioning.

**Third party Emergency Medical Dispatch Service Provider**

A private or commercial center, other than a Primary PSAP, that provides Emergency Medical Dispatch services to callers or clients.

**TSP (Telecommunications Service Provider)**

A business that provides voice or data transmission services. These services are provided over a telecommunications network that transmits any combination of voice, video and/or data between users. A TSP could be, but is not limited to, a Local Exchange Carrier (LEC), a wireless telecommunications provider, a Commercial Mobile Radio Service provider, or a PBX service provider.

**TSP (Telematics Service Provider)**

Companies which provide telematics (communications and data) services.

**VSP (VoIP Service Provider)**

A company that offers VoIP telecommunications services that may be used to generate a 9-1-1 call, and interconnects with the 9-1-1 network.

**WSP (Wireless Service Provider)**

Cellular, satellite or other radio-based telephony or data transport commercial entity.

**Relevant NENA Documents:**

- NENA website: Baseline Next Generation 9-1-1 Description
- NENA-STA-010, Detailed Functional and Interface Standards for the NENA i3 Solution

| Term or Abbreviation (Expansion) | Definition / Description | (A)dd, (C)hange |
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| | • NENA-STA-015, NENA Standard Data Formats for 9-1-1 Data Exchange & GIS Mapping<br>• NENA/APCO 56-509, Best Practices Model for Third Party Emergency Medical Dispatch Services and PSAPs Operations Information Document (OID)<br>• NENA 08-001, NENA Interim VoIP Architecture for Enhanced 9-1-1 Services (i2)<br>• NENA 56-504, NENA VoIP E9-1-1 Deployment and Operational Guidelines Operational Information Document (OID)<br><br>**External References:**<br>• The National 911 Program: Next Generation 911 (NG911) Standards Identification and Review<br>• Connected Cars, Telematics and Connectivity-as-a-Service: What's the Future? | |

| Term or Abbreviation (Expansion) | Definition / Description | (A)dd, (C)hange |
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| **Service Registry** | A logically centralized directory of services. The registry provides a central place where service providers can publish new services and service consumers can discover those services.<br><br>**Relevant NENA Documents:**<br>NENA-STA-010, Detailed Functional and Interface Standards for the NENA i3 Solution<br><br>**External References:**<br>Internet Assigned Numbers Authority (IANA) Protocol Registries | |
| **Service Type** | This NG9-1-1 element provides a broad definition to describe different originating network types. Examples are wireless, wireline, cable, IP, etc. Calls can be classified by their service type. The implied mobility of this service cannot be relied upon.<br><br>**Relevant NENA Documents:**<br>NENA-STA-043, NENA NG9-1-1 Data Flow Standard | C |
| **Service URN (Uniform Resource Name)** | A URN with "service" as the first component supplied as an input in a LoST request to an ECRF to indicate which service boundaries to consider when determining a response. A Request URI with the service URN of "urn:service:sos" is used to mark a call as an emergency call. See RequestURI.<br><br>**Relevant NENA Documents:**<br>NENA-STA-010, Detailed Functional and Interface Standards for the NENA i3 Solution | |
| **SFG (Simulated Facility Group)** | A Facility Group is a set of trunks established for a particular transport purpose to which incoming calls are routed. When this is simulated, this is a form of call blocking for congestion control.<br><br>**Relevant NENA Documents:**<br>NENA 03-503, NENA SS7 Guidelines for Wireline and VoIP Emergency Services Gateway Interconnection to 9-1-1 Selective Routers | |

| Term or Abbreviation (Expansion) | Definition / Description | (A)dd, (C)hange |
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| **SHA (Secure Hash Algorithm)** | One of a number of fixed-size, cryptographic algorithms promulgated by the National Institute of Standards and Technology used to provide integrity protection for messages, files and other data objects.<br><br>**Relevant NENA Documents:**<br>NENA-STA-010, Detailed Functional and Interface Standards for the NENA i3 Solution | |
| **Shell Record** | A partial record in the ALI database associated with a wireless or VoIP call. The key to a Shell Record is an ESRK (wireless) or ESQK (VoIP). The Shell Record is combined with the response from a MPC/GMLC or VPC to provide a complete record to the PSAP.<br><br>**Relevant NENA Documents:**<br>NENA-STA-043, NENA NG9-1-1 Data Flow Standard | A |
| **SI (Spatial Interface)** | A standardized interface between the GIS data and the functional elements that consume GIS data, such as the ECRF, LVF, Map Database Services, etc.<br><br>**Relevant NENA Documents:**<br>• NENA-STA-010, Detailed Functional and Interface Standards for the NENA i3 Solution<br>• NENA-STA-006, NENA Standard for NG9-1-1 GIS Data Model | C |
| **Signature Control** | A means to control the output of a time code signal based on the sync or lock status of the PSAP master clock.<br><br>**Relevant NENA Documents:**<br>NENA-STA-026, NENA PSAP Master Clock Standard | |
| **Single Point of Failure** | A failure of a hardware or software component or sub-system which causes a system to fail.<br><br>**Relevant NENA Documents:**<br>NENA 03-501, NENA Technical Information Document on Network Quality Assurance | C |

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| **SIP (Session Initiation Protocol)** | A protocol specified by the IETF (RFC 3261) that defines a method for establishing multimedia sessions over the Internet. Used as the call signaling protocol in VoIP, NENA i2 and NENA i3.<br><br>**SIP Terms:**<br>**BYE**<br>A SIP transaction used to terminate a session.<br>**CANCEL**<br>A SIP transaction used to cancel an INVITE transaction which has not yet completed.<br>**Call-Info**<br>A SIP header field which contains a URI referring to some kind of data relevant to a call, and a "purpose" parameter describing what the URI refers to. Used to carry URIs to such entities as Additional Data for the Call and Caller, and call/Incident Tracking Identifiers.<br>**From**<br>A SIP header that describes the caller's notion of its own identity (Address of Record). From is generally not treated as reliable unless it is protected by an Identity header.<br>**INFO**<br>A SIP transaction used to pass information from the caller to the called party.<br>**INVITE**<br>A SIP transaction used to initiate a session (See reINVITE).<br>**MESSAGE**<br>A SIP method which passes information, often an Instant Message, between endpoints in the body of the SIP message.<br>**Method**<br>The primary function that a SIP request is meant to call on a server. This method is carried in the request message itself.<br>**NOTIFY**<br>A SIP method used to send a notification to a subscriber of the occurrence of an asynchronous event. | |

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| | **OPTIONS**<br><br>A SIP method used to request the SIP protocol options supported by an endpoint.<br><br>**PRACK**<br><br>A SIP message used to reliably acknowledge receipt of an otherwise unreliable message transmission.<br><br>**REFER**<br><br>A SIP method that is used as part of a transfer operation to refer a call to another endpoint.<br><br>**REFER/Replaces**<br><br>Use of the SIP REFER method together with a Replaces header as part of a transfer operation to indicate that a new leg is to be created that replaces an existing call leg.<br><br>**REGISTER**<br><br>A SIP method that is used to communicate the availability and address of an endpoint to the proxy server that directs incoming calls.<br><br>**reINVITE**<br><br>A SIP INVITE transaction within an established session used to change the parameters of a call or refresh a session. See INVITE.<br><br>**RequestURI**<br><br>That part of a SIP message that indicates where the call is being routed towards. SIP Proxy servers commonly change the Request ID ("retargeting") to route a call towards the intended recipient.<br><br>**Resource Priority**<br><br>A header used on SIP calls to indicate priority that proxy servers give to specific calls. The Resource Priority header does not indicate that a call is an emergency call (see RequestURI).<br><br>**SUBSCRIBE / NOTIFY**<br><br>The two actions in an asynchronous event notification system. The subscription is the request to receive notifications of the events. The Notify is the notification of the event itself. Also refers to the SIP methods used for this purpose.<br><br>**Transaction**<br><br>A SIP transaction occurs between a UAC and a UAS. The SIP transaction comprises all messages from the | |

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| | first request sent from the UAC to the UAS up to a final response (non-1xx) sent from the UAS to the UAC. If the request is INVITE, and the final response is a non-2xx, the SIP transaction also includes an ACK to the response. The ACK for a 2xx response to an INVITE request is a separate SIP transaction. **_UPDATE_** A SIP method used to update parameters in a call not yet established. **Relevant NENA Documents:** NENA-STA-010, Detailed Functional and Interface Standards for the NENA i3 Solution **External References:** • RFC 3261, SIP: Session Initiation Protocol • Microsoft Glossary | |

| Term or Abbreviation (Expansion) | Definition / Description | (A)dd, (C)hange |
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| **SLA (Service Level Agreement)** | A contract between a service provider (either internal or external) and the end user that defines the level of service expected from the service provider. SLAs are output-based in that their purpose is specifically to define what the customer will receive.<br><br>**Relevant NENA Documents:**<br>• NENA-INF-021, NENA Request for Proposal Considerations Information Document<br>• NENA-INF-040, NENA Managing & Monitoring NG9-1-1 Information Document | |
| **Small Cells** | Wireless carrier cells that generally have a "cell" radius range of 500 meters or less.<br><br>**Relevant NENA Documents:**<br>NENA-INF-018, NENA Non-Mobile Wireless Service Interaction Information Document | C |
| **SMS (Short Message Service)** | A service typically provided by mobile carriers that sends short (160 characters or fewer) messages to an endpoint. SMS is often fast but is not real time.<br><br>**Relevant NENA Documents:**<br>• NENA website: SMS Text-to-9-1-1 Resources for PSAPs & 9-1-1 Authorities<br>• NENA-STA-010, Detailed Functional and Interface Standards for the NENA i3 Solution | |
| **SNTP (Simple Network Time Protocol)** | A utility for synchronizing system clocks over a TCP/IP network. This protocol is similar to NTP and is used when the ultimate performance of the full NTP implementation is not needed.<br><br>**Relevant NENA Documents:**<br>NENA-STA-026, NENA PSAP Master Clock Standard | |
| **SOI (Service Order Input)** | A file of completed service order updates that is sent to the DBMSP by all SP's. | |

| Term or Abbreviation (Expansion) | Definition / Description | (A)dd, (C)hange |
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| **SOP (Standard Operating Procedure)** | A written directive that provides a guideline for carrying out an activity. The guideline may be made mandatory by including terms such as "shall" rather than "should" or "must" rather than "may". | |
| **SOS URN** | A service URN starting with "urn:service:sos" which is used to mark calls as emergency calls as they traverse an IP network and to specify the desired emergency service in an ECRF request. See Service Uniform Resource Name.<br><br>**Relevant NENA Documents:**<br>NENA-STA-010, Detailed Functional and Interface Standards for the NENA i3 Solution | |
| **Spatial Data** | Information stored as coordinates and topology that identifies the geographic location of features and boundaries on Earth.<br><br>**Also known as:**<br>**Geospatial Data**<br>**Geographic Information**<br><br>**Related Terms:**<br>**Topology**<br>The spatial relationships between adjacent or neighboring GIS features.<br><br>**Relevant NENA Documents:**<br>• NENA-STA-006, NENA Standard for NG9-1-1 GIS Data Model<br>• NENA-INF-028, NENA Information Document for GIS Data Stewardship for Next Generation 9-1-1 | |
| **Speech Disability** | Includes communications disorders, such as stuttering, impaired articulation, language or voice impairment, which adversely affect a person's ability to articulate speech clearly.<br><br>**Relevant NENA Documents:**<br>NENA website: SMS Text-to-9-1-1 Resources for PSAPs & 9-1-1 Authorities | |

| Term or Abbreviation (Expansion) | Definition / Description | (A)dd, (C)hange |
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| **SR (Selective Router)** | 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.<br><br>**Also known as:**<br>**9-1-1 Selective Routing Tandem**<br>**9-1-1 Tandem**<br>**E9-1-1 (Enhanced 9-1-1) Control Office**<br>**E9-1-1 (Enhanced 9-1-1) tandem Office**<br><br>**Relevant NENA Documents:**<br>• NENA-STA-027, NENA E9-1-1 PSAP Equipment Standards<br>• NENA 03-003, NENA Recommendation for the implementation of Inter-Networking, E9-1-1 Tandem to Tandem | |
| **SRC (Session Recording Client)** | The Logging Service acts as a Session Recording Server (SRS), and accepts media and metadata from a Session Recording Client (SRC).<br><br>**Relevant NENA Documents:**<br>NENA-STA-010, Detailed Functional and Interface Standards for the NENA i3 Solution | |
| **SRTP (Secure Real Time Protocol)** | An IP protocol used to securely transport media (voice, video, text) which have a real time constraint.<br><br>**Relevant NENA Documents:**<br>NENA-STA-010, Detailed Functional and Interface Standards for the NENA i3 Solution | |
| **SRV (Service)** | A specification of data in the Domain Name System defining the location, i.e., the hostname and port number, of servers for specified services.<br><br>**Relevant NENA Documents:**<br>NENA-STA-010, Detailed Functional and Interface Standards for the NENA i3 Solution | |

| Term or Abbreviation (Expansion) | Definition / Description | (A)dd, (C)hange |
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| **SS7 (Signaling System 7)** | An out-of-band signaling system used to provide basic routing information, call set-up and other call termination functions. Signaling is removed from the voice channel itself and put on a separate data network.<br><br>**Also known as:**<br>**CCS7 (Common Channel Signaling 7)**<br><br>**Relevant NENA Documents:**<br>NENA-STA-010, Detailed Functional and Interface Standards for the NENA i3 Solution | |
| **SSH (Secure Shell)** | A protocol for secure remote login and other secure network services over an insecure network.<br><br>**Relevant NENA Documents:**<br>NENA-INF-015, NENA NG9-1-1 Security Information Document | |
| **SSL (Secure Socket Layer)** | A computer networking protocol that manages server authentication, client authentication and encrypted communication between servers and clients.<br><br>**Relevant NENA Documents:**<br>NENA-INF-015, NENA NG9-1-1 Security Information Document | |
| **SSO (Single Sign-On)** | A session/user authentication process that permits a user to enter one name and password in order to access multiple applications.<br><br>**Relevant NENA Documents:**<br>NENA-STA-010, Detailed Functional and Interface Standards for the NENA i3 Solution | |

| Term or Abbreviation (Expansion) | Definition / Description | (A)dd, (C)hange |
|---|---|---|
| **ST (Start)** | An MF signaling tone (digit).<br><br>**Relevant NENA Documents:**<br>• NENA-STA-027, NENA E9-1-1 PSAP Equipment Standards<br>• NENA 03-002, NENA Standard for the Implementation of Enhanced MF Signaling, E9-1-1 Tandem to PSAP | |
| **STA (NENA Standards Document)** | NENA Standard (STA) documents are published for the use of the public safety community. The naming convention for a NENA Standard includes the initials NENA-STA and the document number and name. It is intended to describe methods, processes, and specifications that, if implemented as specified, should result in successful operation of the 9-1-1 emergency call and incident processing system. Most importantly, independent implementations that conform to NENA STA documents should interoperate with each other, providing seamless 9-1-1 emergency call and incident processing within a jurisdiction using multiple vendors and between jurisdictions that use different vendors. NENA STA documents may be used by system developers, service providers, public safety agencies, regulatory authorities and others for the purposes of development, procurement, and management of 9-1-1 emergency call and incident processing products and services. Some NENA Standard (STA) documents may be published as American National Standards (ANS). The STA document may include sections on the NENA Registry System and XML Schemas Considerations, if applicable.<br><br>**Relevant NENA Documents:**<br>NENA-ADM-001, NENA Development Group Organizational Structure and Operational Procedures | C |

| Term or Abbreviation (Expansion) | Definition / Description | (A)dd, (C)hange |
|---|---|---|
| **Station Identification** | A telephone number dialable from the public switched network, which provides sufficient information to permit a return call by the Public Safety Answering Point to the caller or a telephone nearby the caller. | |
| **STP (Start Prime)** | An MF signaling tone (digit)<br><br>**Relevant NENA Documents:**<br>• NENA-STA-027, NENA E9-1-1 PSAP Equipment Standards<br>• NENA 03-002, NENA Standard for the Implementation of Enhanced MF Signaling, E9-1-1 Tandem to PSAP | |
| **Stranded Unlock Record** | A record in the E9-1-1 database unlocked by the Donor Company via a Function of Change (U) unlock transaction record for more than seven (7) days for which a migrate order has not been sent by the Recipient Company. Once unlocked, a record remains unlocked until a (M) migrate record is received, or the systems permissive migrate transaction time has expired and no other changes shall be made to the record. | |
| **Substantive Change** | A change or edit that directly and materially affects the use of the standard. Examples of substantive changes are:<br>• "SHALL" to "SHOULD"<br>• "SHOULD" to "SHALL"<br>• addition, deletion or revision of requirements or specifications, regardless of the number of changes<br>• addition of mandatory compliance with referenced standards<br><br>**Relevant NENA Documents:**<br>NENA-ADM-001, NENA Development Group Organizational Structure and Operational Procedures | |
| **System** | The hardware, software and databases necessary for NG9-1-1. | |

| Term or Abbreviation (Expansion) | Definition / Description | (A)dd, (C)hange |
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| **T1** | A digital transmission service in the United States, Canada, and Japan. In these countries, it consists of 24 separate channels using pulse code modulation (PCM) signals with time-division multiplexing (TDM) at an overall rate of 1.544 million bits per second (Mbps). T1 lines originally used copper wire but now also include optical and wireless media. A T1 Outstate System has been developed for longer distances between cities.<br><br>It is common for an Internet access provider to be connected to the Internet as a point-of-presence (POP) on a T1 line owned by a major telephone network. Many businesses also use T1 lines to connect to an Internet access provider.<br><br>**Relevant NENA Documents:**<br>NENA-STA-027, E9-1-1 PSAP Equipment Standards | |
| **TA (Technical Assistance)** | Document issued by the U.S. Department of Justice (USDOJ) to assist agencies in achieving compliance with regulations. | |
| **TAR (Taxing Area Rate) Code** | An abbreviation in a legacy service order system and that may identify a taxing area.<br><br>**Relevant NENA Documents:**<br>NENA-STA-015, NENA Standard Data Formats for 9-1-1 Data Exchange & GIS Mapping | |

| *Telecommunicator* | An emergency response coordination professional trained to receive, assess, and prioritize emergency requests for assistance, including, but not limited to:<br>• Determining the location of the emergency being reported<br>• Determining the appropriate law enforcement, fire, emergency medical, or combination of those emergency services to respond to the emergency<br>• Coordinating the implementation of that emergency response to the location of the emergency<br>• Processing requests for assistance from emergency responders.<br><br>Telecommunicators are classified as a Protected Service Occupation in the federal Standard Occupational Classification.<br><br>**Related Terms:**<br>*Call Taker*<br>A telecommunicator who answers emergency voice, text, and multi-media calls from the public and performs other critical duties that include, but are not limited to:<br>• Determining accurate locations for emergency responders<br>• Assigning incident type codes for dispatch (e.g., accident, assault, fire, domestic violence, burglary)<br>• Directing callers with critical life-saving pre-arrival instructions in support of field responders (CPR, Childbirth, etc.)<br>• Gathering all necessary scene safety information for use by dispatchers to ensure safety for field responders<br><br>*Dispatcher*<br>A telecommunicator who prioritizes and directs the specific response of multiple public safety resources (e.g., fire, police, EMS) to emergency incidents by prioritizing vital information and maintaining | C |

| Term or Abbreviation (Expansion) | Definition / Description | (A)dd, (C)hange |
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| | situational awareness of all circumstances for the incident that impacts the safety of field responders. A dispatcher exercises independent judgment to determine the type and level of response necessary, coordinates essential emergency instructions to all parties in the incidents using radios, computers, and other public safety networks, and ensures alert coordination with other agencies (hospitals, air rescue, hazmat teams, etc.) is maintained to provide emergency response and transport that maximizes life safety and public law and order. | |

| *Telephone Number* | *AEAN (Alternate Emergency Access Number)* | A |
| --- | --- | --- |
| | A 10-digit unlisted number, answered on a 24/7 basis, used to receive VoIP (Voice over Internet Protocol) calls until these calls can be delivered to the selective router serving the PSAP. After E9-1-1 implementation, these lines should only be used for specific routing circumstances. It can also be utilized to receive misrouted calls from other PSAPs not within the selective routing service area, operator-assisted emergency calls, default-routed wireless calls, calls routed to the PSAP via private call centers, and calls relayed from telecommunications relay services. Caller identification should be included as an option. | |
| | *CBN (Callback Number, Call Back Number)* | |
| | A common term for the phone number that can be used by the PSAP to reach a specific calling party subsequent to the release of an emergency call. The Callback Number is a dialable number and conforms to the international telephone number plan (E.164), but may be represented in IP signaling by a URI (uniform resource identifier). The Callback number can differ from the Calling Party Number. | |
| | *CdPN (Called Party Number)* | |
| | A parameter within SS7 and MF signaling to designate the destination number. | |
| | *CPN (Calling Party Number)* | |
| | The information for an incoming call describing the line number or directory number that originated the call. The information can be a station identification number or extension defined by an internal dial plan or the billing number information, or both. The CPN sometimes is a number that cannot be used to make a call back to the original caller. | |
| | *DN (Directory Number)* | |
| | A dialable 10-digit telephone number associated with a telephone subscriber or call destination. | |
| | *MDN (Mobile Directory Number)* | |
| | The telephone number dialed to reach a wireless telephone. | |
| | *MIN (Mobile Identification Number)* | |

| Term or Abbreviation (Expansion) | Definition / Description | (A)dd, (C)hange |
|---|---|---|
| | A 34-bit binary number that a wireless handset transmits to identify itself to the wireless network. **_MSISDN (Mobile Station ISDN Number)_** | |
| | The calling/callback number of a wireless phone. (See MDN). **_MTN (Main Telephone Number)_** | |
| | Ten-digit telephone number of the main billing number associated with the Calling Party Number. | |

| Term or Abbreviation (Expansion) | Definition / Description | (A)dd, (C)hange |
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| **TERT (Telecommunicator Emergency Response Taskforce)** | A group of trained telecommunications operations and support personnel able to respond to and work with another agency to receive, process, dispatch and monitor calls for assistance.<br><br>**Relevant NENA Documents:**<br>APCO/NENA ANS 1.105.2-2015, Standard for Telecommunicator Emergency Response Taskforce (TERT)<br><br>**External References:**<br>NJTI - TERT website | |
| **TIA-232-F** | A Telecommunications Industry Association standard for serial communication transmission of data previously referred to as "RS-232". It formally defines the signals connecting between a DTE (data terminal equipment) such as a computer terminal, and a DCE (data circuit-terminating equipment or data communication equipment), such as a modem.<br><br>**Relevant NENA Documents:**<br>NENA-STA-027, E9-1-1 PSAP Equipment Standards | |
| **Time Server** | A Functional Element that provides NTP (Network Time Protocol) time services to other Functional Elements. | |
| **TLS (Transport Layer Security)** | An IETF standard protocol that provides authentication, integrity protection, and confidentiality using mutually negotiated cryptographic capabilities and digital certificates on a connection such as TCP.<br><br>**Relevant NENA Documents:**<br>• NENA-STA-010, Detailed Functional and Interface Standards for the NENA i3 Solution<br>• NENA-INF-015, NENA NG9-1-1 Security Information Document | C |

| Term or Abbreviation (Expansion) | Definition / Description | (A)dd, (C)hange |
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| **TOA (Time of Arrival)** | The travel time of a radio signal from a single transmitter to a remote single receiver. **Relevant NENA Documents:** [NENA-STA-015, NENA Standard Data Formats for 9-1-1 Data Exchange & GIS Mapping](#) | |
| **Traceable UTC Source** | Traceable sources of UTC time are available from various time services of the National Institute of Standards and Technology (NIST) and US Naval Observatory (USNO). These services include telephone dial-up, low and high frequency radio transmissions, and Global Positioning System (GPS). **Relevant NENA Documents:** [NENA-STA-026, NENA PSAP Master Clock Standard](#) | |
| **Transcoding** | Translating a media stream from one codec to another. For example, translating Baudot tones detected in a G.711 encoded audio stream to T.140 real time text. | |
| **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. | |
| **Transport Facility** | An analog or digital circuit that connects switches and/or networks together. This usually refers to a digital trunk that carries calls between either the carrier network and the SR or ESInet, or between the SR or ESInet and the PSAP. | C |
| **TRS (Telecommunications Relay Service)** | 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. | |

| Term or Abbreviation (Expansion) | Definition / Description | (A)dd, (C)hange |
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| *Trunk* | Typically, a communication path between central office switches, or between the 9-1-1 Control Office and the PSAP.<br><br>**Related Terms:**<br>*Trunk Alternate Route*<br>The routing condition that occurs when all trunks from the end office to SR (Selective Router) are out of service. The scenario represents an end office to SR trunk failure condition versus an all trunks busy condition.<br>*Trunk Group*<br>One or more trunks terminated at the same two points.<br>*Trunk Seizure*<br>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. | |
| *TSP (Telephone Service Priority)* | A procedure used by a telephone company to establish priorities in deciding which lines and trunks to restore subsequent to an outage. Generally, the highest priority goes to federal law enforcement and military usage, with local emergency services (including 9-1-1) and medical facilities following. Established by the National Communications System Office.<br><br>**External References:**<br>Dept. of Homeland Security: Telecommunications Service Priority Program | |

| Term or Abbreviation (Expansion) | Definition / Description | (A)dd, (C)hange |
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| *TTY (Teletypewriter)* | A device or application used to send or receive character by character communication using Baudot signaling.<br><br>**Also known as:**<br>*TDD (Telecommunications Device for the Deaf)*<br><br>**Related Terms:**<br>*Direct Connect*<br>A method of connecting a TTY directly into the phone line. When using direct connect, you can dial directly from the keyboard and use auto-answer features.<br>*Integrated TTY*<br>TTY functionality that has been integrated within a computer workstation. This may be found within the 9-1-1 telephony system or interfaced in a CAD (computer aided dispatch) system.<br><br>**Relevant NENA Documents:**<br>• NENA-STA-027, E9-1-1 PSAP Equipment Standards<br>• NENA-STA-010, Detailed Functional and Interface Standards for the NENA i3 Solution<br>• APCO/NENA ANS 3.105.1-2015, Minimum Training Standard for TTY/TDD Use in the Public Safety Communications Center<br><br>**External References:**<br>What's a TTY? What's a TDD? What's a relay system? | |

| Term or Abbreviation (Expansion) | Definition / Description | (A)dd, (C)hange |
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| *TTY-PASS (TTY Performance Assessment and Scoring System* | This system was established in March of 2005 through a partnership with TelecomXchange International (TXI) and the National Emergency Number Association (NENA). <br><br> TTY-PASS was developed in support of the Americans with Disabilities Act (ADA) requiring equal access to TTY users. The ADA states very clearly that every call-taking position within a PSAP must have its own TTY or TTY-compatible equipment. PSAPs must have systems that enable call takers to handle TTY calls as properly, promptly, and reliably as voice calls. Every call-taking position needs its own TTY equipment. <br><br> Further, the ADA requires that TTY equipment must be maintained and tested at least as often as voice telephone equipment, to ensure that the equipment is operating properly. <br><br> **Relevant NENA Documents:** <br> APCO/NENA ANS 3.105.1-2015, Minimum Training Standard for TTY/TDD Use in the Public Safety Communications Center | |
| *TVW (Testing Validation Worksheet)* | This worksheet and the accompanying completion rules ensure that PSAPs or the 9-1-1 Governing Authority have all of the data elements they need in order to make informed call routing decisions and to update their CAD and mapping applications. <br><br> **Relevant NENA Documents:** <br> NENA 57-002, NENA E9-1-1 Wireless Maintenance Call Routing & Testing Validation Standard | |
| *TYS (Type of Service)* | A designation in E9-1-1 that specifies if caller's service is published or non-published and if it is a foreign exchange outside the E9-1-1 serving area. | |

| Term or Abbreviation (Expansion) | Definition / Description | (A)dd, (C)hange |
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| **UA (User Agent)** | As defined for SIP in IETF RFC 3261, the User Agent represents an endpoint in the IP domain, a logical entity that can act as both a user agent client (UAC) that sends requests, and as user agent server (UAS) responding to requests.<br><br>**Related Terms:**<br>**UAC (User Agent Client)**<br>Refer to IETF RFC 3261 for the following definition. "A user agent client is a logical entity that creates a new request, and then uses the client transaction state machinery to send it. The role of UAC lasts only for the duration of that transaction. In other words, if a piece of software initiates a request, it acts as a UAC for the duration of that transaction. If it receives a request later, it assumes the role of a user agent server for the processing of that transaction."<br>**UAS (User Agent Server)**<br>Refer to IETF RFC 3261 for the following definition. "A user agent server is a logical entity that generates a response to a SIP request. The response accepts, rejects, or redirects the request. This role lasts only for the duration of that transaction. In other words, if a piece of software responds to a request, it acts as a UAS for the duration of that transaction. If it generates a request later, it assumes the role of a user agent client for the processing of that transaction."<br><br>**Relevant NENA Documents:**<br>NENA-STA-010, Detailed Functional and Interface Standards for the NENA i3 Solution<br><br>**External References:**<br>RFC 3261, SIP: Session Initiation Protocol | |

| Term or Abbreviation (Expansion) | Definition / Description | (A)dd, (C)hange |
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| **UDP (User Datagram Protocol)** | One of several core protocols commonly used on the Internet. Used by programs on networked computers to send short messages, called datagrams, between one another. UDP is a lightweight message protocol, and compared to TCP, is stateless and more efficient at handling lots of short messages from many clients.<br><br>**Relevant NENA Documents:**<br>NENA-STA-010, Detailed Functional and Interface Standards for the NENA i3 Solution | |

| URI (Uniform Resource Identifier) | An identifier consisting of a sequence of characters matching the syntax rule that is named <URI> in RFC 3986. It enables uniform identification of resources via a set of naming schemes. A URI can be further classified as a locator, a name, or both. The term "Uniform Resource Locator" (URL) refers to the subset of URIs that, in addition to identifying a resource, provides a means of locating the resource by describing its primary access mechanism (e.g., its network "location"). The term "Uniform Resource Name" (URN) has been used historically to refer to both URIs under the "urn" scheme [RFC2141], which are required to remain globally unique and persistent even when the resource ceases to exist or becomes unavailable, and to any other URI with the properties of a name. An example of a URI that is neither a URL nor a URN is sip:psap@example.com.<br><br>**Related Terms:**<br>***URL (Uniform Resource Locator)***<br>A type of URI, specifically used for describing and navigating to a resource (e.g., https://www.nena.org)<br>***URN (Uniform Resource Name)***<br>A type of URI. Uniform Resource Names (URNs) are intended to serve as persistent, location-independent, resource identifiers and are designed to make it easy to map other namespaces (which share the properties of URNs) into URN-space. An example of a URN is urn:service:sos<br><br>**Relevant NENA Documents:**<br>• NENA-STA-010, Detailed Functional and Interface Standards for the NENA i3 Solution<br>• NENA-STA-006, NENA Standard for NG9-1-1 GIS Data Model<br><br>**External References:**<br>• RFC 3986, Uniform Resource Identifier (URI): Generic Syntax<br>• RFC 8141, Uniform Resource Names (URNs) | |
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| Term or Abbreviation (Expansion) | Definition / Description | (A)dd, (C)hange |
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| **VCO (Voice Carry Over)** | A technology which utilizes both voice and text or video communications, allowing a person with a hearing disability to speak to the other party and read their responses simultaneously as typed or signed by the communications assistant via a text or video-capable device.<br><br>**Relevant NENA Documents:**<br>NENA-STA-027, NENA E9-1-1 PSAP Equipment Standards | |
| **VDB (Validation Database)** | Contains information that describes the current, valid civic address space defined by the Emergency Services Network Provider's MSAG. Validation against this database ensures that the address is a real address (i.e., the address exists) but does not ensure that it is the location of the caller.<br><br>**Relevant NENA Documents:**<br>• NENA 57-503, NENA Procedures for Notification of ERDB and VPC Operators of ESN Changes by 9-1-1 Administrator Operations Information Document<br>• NENA website: Baseline Next Generation 9-1-1 Description | |
| **VEDS (Vehicle Emergency Data Sets)** | A uniform data set for the collection and transmission of Advanced Automatic Collision Notification (AACN) data by automotive Telematics Service Providers (TSPs).<br><br>**External References:**<br>APCO AACN/VEDS Schema and Supporting Documentation | |
| **VEP (VoIP Endpoint)** | The endpoint IP Device that is used to originate an emergency call.<br><br>**Relevant NENA Documents:**<br>NENA 08-001, NENA Interim VoIP Architecture for Enhanced 9-1-1 Services (i2) | |

| Term or Abbreviation (Expansion) | Definition / Description | (A)dd, (C)hange |
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| **VESA (Valid Emergency Services Authority)** | This organization is the root source of all certificates used for NG9-1-1. It is responsible for identifying and issuing certificates either directly to end using entities or through delegate credential authorities. It is responsible for ensuring that any delegate credential authority that it identifies is properly qualified and operating with sufficient security and legitimacy to perform this role. Where the VESA issues certificates directly to end users, it also has the responsibilities of a delegate credential authority in those cases. | |
| **VESA Certificate** | This is the certification provided by the VESA that clearly identifies the end user is properly qualified and operating with sufficient security and legitimacy to perform its role. Presumably it can be used in a variety of situations including secure web-based transactions and exchange of data from one point to another on the network. Generally, the process of checking certification occurs in the background and the end user receives either a pass or a fail. | |
| **Video Interpreter** | A "qualified interpreter" who signs and interprets between spoken English and visual communication. **Relevant NENA Documents:** NENA-INF-013, NENA Video Relay Service & IP Relay Service PSAP Interaction Information Document | |
| **VoIP (Voice over Internet Protocol)** | Technology that permits delivery of voice calls and other real-time multimedia sessions over IP networks. **Relevant NENA Documents:** NENA-STA-010, Detailed Functional and Interface Standards for the NENA i3 Solution | |

| Term or Abbreviation (Expansion) | Definition / Description | (A)dd, (C)hange |
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| **VPC (VoIP Positioning Center)** | The element that provides routing information to support the routing of VoIP emergency calls, and cooperates in delivering location information to the PSAP over the existing ALI DB infrastructure.<br><br>**Relevant NENA Documents:**<br>• NENA 57-503, NENA Procedures for Notification of ERDB and VPC Operators of ESN Changes by 9-1-1 Administrator Operations Information Document<br>• NENA 03-507, ESQK Guidelines for VoIP to E9-1-1 Connectivity | C |
| **VPN (Virtual Private Network)** | A network implemented on top of another network, and private from it, providing transparent services between networks or devices and networks. VPNs often use some form of cryptographic security to provide this separation.<br><br>**Relevant NENA Documents:**<br>NENA 75-001, NENA Security for Next-Generation 9-1-1 Standard (NG-SEC) | |
| **VRI (Video Remote Interpreting)** | A video teleconferencing system that utilizes an off-site virtual Sign Language Interpreter to interpret between sign language users and non-sign language users physically in the same room through high-speed internet-based video conferencing equipment.<br><br>**Relevant NENA Documents:**<br>NENA-INF-013, NENA Video Relay Service & IP Relay Service PSAP Interaction Information Document | |

| Term or Abbreviation (Expansion) | Definition / Description | (A)dd, (C)hange |
|---|---|---|
| **VRS (Video Relay Service)** | A telecommunications relay service that allows people with hearing or speech disabilities who use sign language to communicate with voice telephone users through video equipment. The video link allows the CA to view and interpret the party's signed conversation and verbally relay the conversation back and forth with a voice caller.<br><br>**Relevant NENA Documents:**<br>NENA-INF-013, NENA Video Relay Service & IP Relay Service PSAP Interaction Information Document | |
| **WAN (Wide Area Network)** | A wide area network (WAN) is a computer network that spans a relatively large geographical area and consists of two or more interconnected local area networks (LANs).<br><br>**Relevant NENA Documents:**<br>NENA-INF-016, NENA Emergency Services IP Network Design (ESIND) Information Document | |
| **WAP (Wireless Access Point)** | In computer networking a networking hardware device that allows a Wi-Fi compliant device to connect to a wired network. The WAP usually connects to a router (via a wired network) as a standalone device, but it can also be an integral component of the router itself. A WAP is differentiated from a hotspot, which is the physical location where Wi-Fi access to a WLAN is available.<br><br>**Relevant NENA Documents:**<br>NENA 08-752, NENA Technical Requirements Document (TRD) for Location Information to Support IP-Based Emergency Services | |

| Term or Abbreviation (Expansion) | Definition / Description | (A)dd, (C)hange |
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| **Web service** | A self-contained, self-describing, modular application that can be published, located, and invoked across the Web. Web services perform functions that can be anything from simple requests to complicated business processes.<br><br>**Relevant NENA Documents:**<br>NENA-STA-010, Detailed Functional and Interface Standards for the NENA i3 Solution | |
| **WFS (Web Feature Service)** | A web service that allows a client to retrieve and update geospatial data encoded in Geography Markup Language (GML).<br><br>**Relevant NENA Documents:**<br>NENA-STA-010, Detailed Functional and Interface Standards for the NENA i3 Solution | |
| **WG (Working Group)** | A group of people formed to discuss and develop a response to a particular issue. The response may result in a Standard, an Information Document, Technical Requirements Document or Liaison.<br><br>**Relevant NENA Documents:**<br>NENA-ADM-001, NENA Development Group Organizational Structure and Operational Procedures | |
| **WGS 84 (World Geodetic System 1984)** | The reference coordinate system used by the Global Positioning Systems and in cartography and navigation.<br><br>**Relevant NENA Documents:**<br>• NENA-STA-006, NENA Standard for NG9-1-1 GIS Data Model<br>• NENA-STA-010, Detailed Functional and Interface Standards for the NENA i3 Solution | |

| Term or Abbreviation (Expansion) | Definition / Description | (A)dd, (C)hange |
|---|---|---|
| **Wi-Fi ®** | A wireless networking technology that uses radio waves to provide wireless high-speed internet and network connections. Wi-Fi® is a registered trademark phrase that means IEEE 802.11x. **Related Terms:** **Wi-Fi Calling** A service offering being used by some wireless carriers, cable companies, other companies, and some enterprise customers that seek to deliver voice calls over Wi-Fi. Where the 9-1-1 calling is done via Wi-Fi calling, the connectivity from the Wi-Fi access point to the 9-1-1 system is comparable to connectivity from a wired broadband connection for VoIP to the 9-1-1 system. **Relevant NENA Documents:** NENA-INF-018, NENA Non-Mobile Wireless Service Interaction Information Document | C |
| **WiMAX (Worldwide Interoperability for Microwave Access)** | A wireless industry coalition dedicated to the advancement of IEEE 802.16 standards for broadband wireless access (BWA) networks. **Relevant NENA Documents:** NENA 08-505, NENA Recommended Method(s) for Location Determination to Support IP-Based Emergency Services - Technical Information Document (TID) | |
| **Wink** | In regard to E9-1-1 signaling, a temporary on-hook signal of between 200 and 300 milliseconds duration, used on analog circuits utilizing MF or DTMF signaling. **Relevant NENA Documents:** NENA-STA-027, NENA E9-1-1 PSAP Equipment Standards | |

| Term or Abbreviation (Expansion) | Definition / Description | (A)dd, (C)hange |
|---|---|---|
| **Wireless Phase I & II** | The delivery of a wireless 9-1-1 call with callback number and identification of the cell-tower from which the call originated. Call routing is usually determined by cell-sector. 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 67% of the time and Selective Routing based upon those coordinates. Subsequent FCC rulings have redefined the accuracy requirements.<br><br>**External References:**<br>FCC: Enhanced 911 – Wireless Services | C |
| **WNC (Wireless Network Controller)** | Equipment that manages a group of wireless access points in a wireless LAN. In this type of network, the wireless network controller is able to control wireless access point handovers to improve the overall performance of the network.<br><br>**Relevant NENA Documents:**<br>NENA 08-752, NENA Technical Requirements Document (TRD) for Location Information to Support IP-Based Emergency Services | C |
| **WPS (Wireless Priority Service)** | A Federal program that authorizes cellular communications service providers to prioritize calls over wireless networks.<br><br>**External References:**<br>Dept Homeland Security CISA: Wireless Priority Service | |

| Term or Abbreviation (Expansion) | Definition / Description | (A)dd, (C)hange |
|---|---|---|
| **WSDL (Web Service Description Language)** | An XML-based language used to describe the services a business offers and to provide a way for individuals and other businesses to access those services electronically. WSDL is the cornerstone of the Universal Description, Discovery, and Integration (UDDI) initiative spearheaded by Microsoft, IBM, and ARIBA. UDDI is an XML-based registry for businesses worldwide, which enables businesses to list themselves and their services on the Internet. WSDL is the language used to do this. WSDL is derived from Microsoft's Simple Object Access Protocol (SOAP) and IBM's Network Accessible Service Specification Language (NASSL). WSDL replaces both NASSL and SOAP as the means of expressing business services in the UDDI registry. An XML-based interface definition language that is used for describing the functionality offered by a web service. **Relevant NENA Documents:** NENA-STA-010, Detailed Functional and Interface Standards for the NENA i3 Solution | |
| **X.509** | An ITU-T standard for a public key infrastructure (PKI) and Privilege Management Infrastructure (PMI). In NG9-1-1, refers to the format of a certificate containing a public key. **Related Terms:** **SubjectAltName** A field in an X.509 digital certificate which typically contains identifying information for the entity issued the certificate. In an ESInet, SubjectAltName contains an agent or agency ID. **Relevant NENA Documents:** • NENA-STA-010, Detailed Functional and Interface Standards for the NENA i3 Solution • NENA 75-001, NENA Security for Next-Generation 9-1-1 Standard (NG-SEC) | |

| Term or Abbreviation (Expansion) | Definition / Description | (A)dd, (C)hange |
|---|---|---|
| **XACML (eXtensible Access Control Markup Language)** | A general-purpose access control policy language. This means that it provides a syntax (defined in XML) for managing access to resources.<br><br>**Relevant NENA Documents:**<br>NENA-STA-010, Detailed Functional and Interface Standards for the NENA i3 Solution<br><br>**External References:**<br>A Brief Introduction to XACML | |
| **XML (eXtensible Markup Language)** | An internet specification for web documents that enables tags to be used that provide functionality beyond that in Hyper Text Markup Language (HTML). In contrast to HTML, XML has the ability to allow information of indeterminate length to be transmitted to a PSAP call taker or dispatcher versus the current restriction that requires information to fit the parameters of pre-defined fields.<br><br>**Related Terms:**<br>**XML Schema, XML Schema Definition (XSD)**<br>The formal document definition (structure, content type and constraints) describing a class of XML data. There are various XML schema languages, but in NENA documents, all schemas are assumed to be defined using the W3C XML Schema definition language.<br>**XSD Profile**<br>A profile of SPML-based provisioning describing the use of XML and an XSD as a data model.<br><br>**Relevant NENA Documents:**<br>NENA-STA-010, Detailed Functional and Interface Standards for the NENA i3 Solution | |
| **XMPP (eXtensible Messaging and Presence Protocol)** | A standardized protocol for exchanging instant messages, presence, files and other objects.<br><br>**Relevant NENA Documents:**<br>NENA-STA-010, Detailed Functional and Interface Standards for the NENA i3 Solution | |

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|---|---|---|
| *Z Coordinate* | Elevation/Altitude indicated as height above the ellipsoid (plus or minus), measured in meters. (This is not intended to include floor level or uncompensated barometric pressure.)<br><br>**Relevant NENA Documents:**<br>NENA-STA-015, NENA Standard Data Formats for 9-1-1 Data Exchange & GIS Mapping | |