Cox National E911 Service

Quick Start Guide

This guide instructs you on how to access and use Cox Business National E911 calling features and update 911 dispatchable location addresses.

The following topics are covered:

- **How to manage your primary (fixed) E911 address**
- **How to manage another user's primary (fixed) E911 address**
- **How to manage your nomadic E911 address**

- **How to manage another user's nomadic E911 address**
- **How to upload a bulk file for lines, seats, and trunks**
- **How to download a bulk E911 address information file**

- **How to build a bulk upload file using a standard file template**
- **Common bulk upload file validation and processing errors**
- **E911 calling and configuration FAQs**

Overview

Cox Business provides 911 calling capabilities across voice products that place outbound calls, and which are consistent with federal, state, and local regulations. Our 911 features help you manage your emergency location address details, in accordance with RAY BAUM'S Act, Kari's Law, and other federal and state regulations. Visit *coxbusiness.com* to learn more about E911 features.

Note: When you purchase Cox Business lines, seats, or trunks, please review the *911 Practice Statement*.

Cox Business Voice Products and 911

Voice service customers have multiple methods to dial 911 and update their physical address. The address identifies the caller's exact location for emergency responders.

The table below outlines tasks related to E911 that you may need to perform based on the type of Cox Business voice product you have, such as IP Centrex, VoiceManager, or PRI and SIP trunking. If you need to update the E911 address for a device with Unified Communications (UC) Apps or Webex Teams, download the UC add-on. See the *MyAccount User Guide* for instructions.

If you have this voice product...	And this primary endpoint...	Or the UC Apps or Webex Teams endpoint...	You need to do the following for National Numbers...
IP Centrex Seats	IP Phone Requires Teleworker add-on	Desktop and Tablet UC Apps or Webex Teams (requires the UC add-on)	Update physical address and location information

If you have this voice product...	And this primary endpoint...	Or the UC Apps or Webex Teams endpoint...	You need to do the following for National Numbers...
VoiceManager Lines	Analog handset	Desktop and Tablet UC Apps or Webex Teams (requires the UC add-on)	Update the physical address and location information
PRI and SIP Trunking	911 Updates for trunk BTN are included. If user needs DID-level 911 updates, PBX Handset Requires National 911 for DID feature added	Not Available	Update the physical address and location information

Phone numbers attached to Unified Communications (UC) Apps or Webex Teams include a second 911 field in MyAccount. Here, you can identify the location of your devices such as your laptop, phone, and tablet.

The table below outlines types of updates you can make based on the voice product you use.

If you have this voice product...	And this type of endpoint..	Then 911 dialing is included...	And you can use these options to update your physical address for 911...	So use this portal to update your 911 address ...
IP Centrex Seats	Fixed endpoint	Yes	Update location information only for IP Handset	MyAccount
IP Centrex Seats	UC App, Webex Teams, National Number or another nomadic endpoint	Yes	Update location information only for IP Handset Update Entire Physical Location and location information for National Number or, UC app or Webex Teams	MyAccount
VoiceManager Lines	Fixed endpoint	Yes	Update Location Information only for IP Handset	MyAccount
VoiceManager Lines	UC App, Webex Teams, National Number or another nomadic endpoint	Yes	Update Location Information only for IP Handset Update Entire Physical Location and location information for National Number or, UC app or Webex Teams	MyAccount
SIP & PRI Trunks	Fixed endpoint	Yes	Update Location Information only for BTN	MyAccount

If you have this voice product...	And this type of endpoint..	Then 911 dialing is included...	And you can use these options to update your physical address for 911...	So use this portal to update your 911 address ...
IP Centrex Seats	Fixed endpoint	Yes	Update location information only for IP Handset	MyAccount
IP Centrex Seats	UC App, Webex Teams, National Number or another nomadic endpoint	Yes	Update location information only for IP Handset Update Entire Physical Location and location information for National Number or, UC app or Webex Teams	MyAccount
SIP & PRI Trunks	National DID or another nomadic endpoint	Yes	Update Entire Physical Location and location information for any DID, including National DIDs (National 911 for DIDs). Must order National 911 for DID feature.	MyAccount

How to Manage Your E911 Address Features for Lines, Seats, and Trunks for Fixed Endpoints

Use the following steps to view and edit your E911 address for a fixed endpoint.

1. Open MyAccount and enter your user ID and password.

2. Scroll to the **My Services** section and click the **Manage E911 Address** icon in the **Voice Tools** section.

Figure 1. **Manage E911 Address**
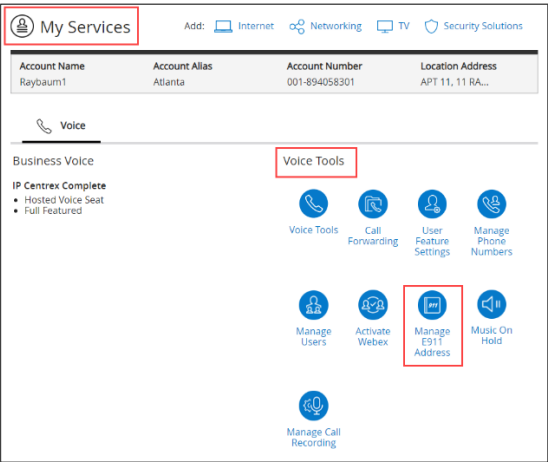
3. Click the **Manage My E911 Address** tile.
   Result: The Manage E911 screen appears. (See Figure 3.)

Figure 2. **Manage My E911 Address**
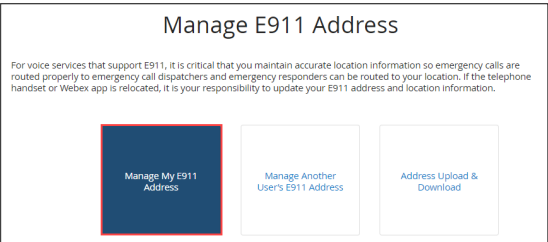
Figure 3. **Select (Default Account) Address**
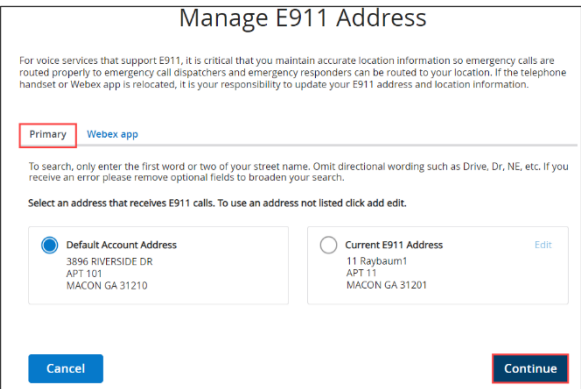
4. Click the **Primary** tab and select the **Default Account Address** radio button. (**Note**: You are allowed to change the **Location** field only for a Default address.)

5. Enter a new **Location** in the corresponding field and click **Save**. (See Figure 4.)
   Result: When you update the E911 address location, you will receive a confirmation email (See Figure 5.)

Figure 4. **Change Location**
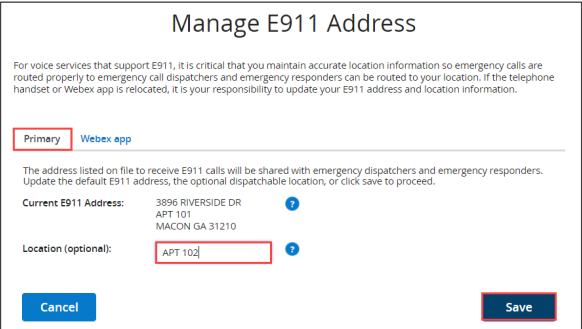
Figure 5. **E911 Address Update Notification**
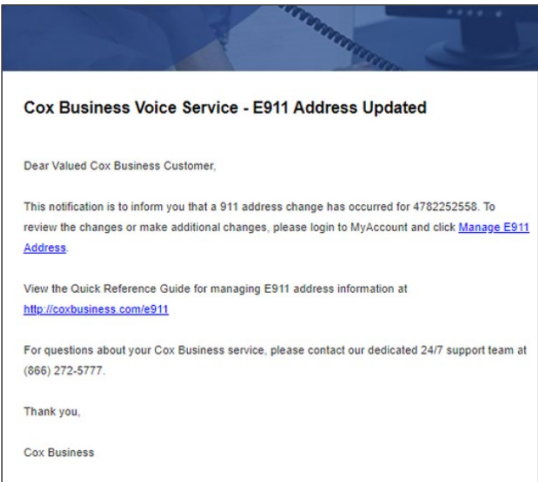
6. To manage **Current E911 Address**, click the corresponding radio button.

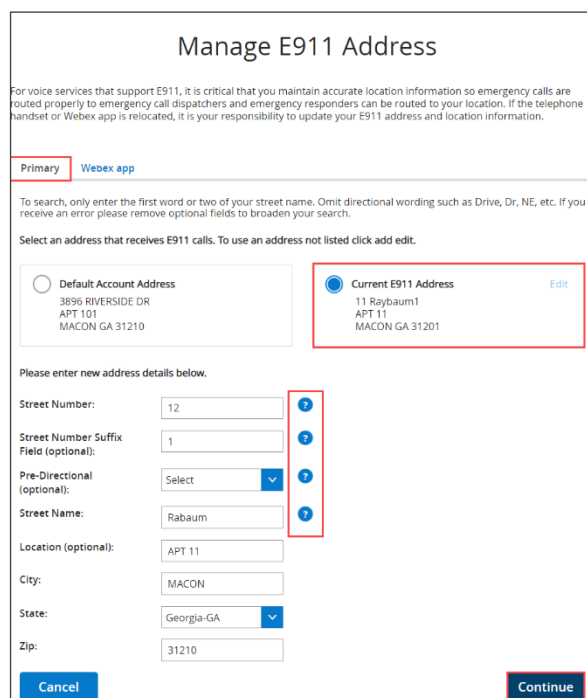**Figure 6.** **Select Current E911 Address**
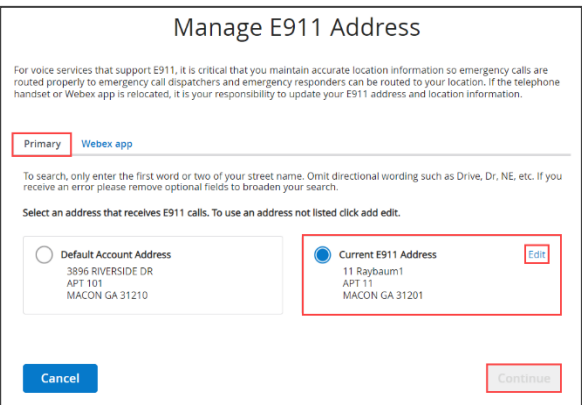
7. Populate the fields as shown in Figure 7. (**Note**: Click the **question mark icon** 🔵 for assistance on how to populate a specific field.)

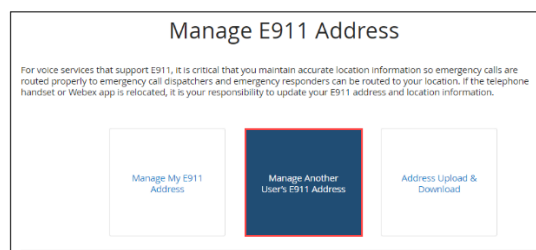**Figure 7.**   <u>E911 Address Update Notification</u>

8. Click the **Continue** button.
   Result: A second window displays the new address. (See Figure 4.)

9. Click the **Save** button. (**Important**: If the system cannot find the new address entered, refine the information to be more specific. If the refined address can't be located, call Cox Business Support at 1-866-272-5777.)

How to Manage Another User's E911 Address Features for Lines, Seats, and Trunks for Fixed Endpoints

Use the following steps to view and edit **another user's** E911 address for a fixed endpoint.

1. Open MyAccount and enter your user ID and password.

2. Scroll to the **My Services** section and click the **Manage E911 Address** icon in the **Voice Tools** section.

3. Click the **Manage Another User's E911 Address** tile to insert address information for a fixed endpoint. (See Figure 8.)

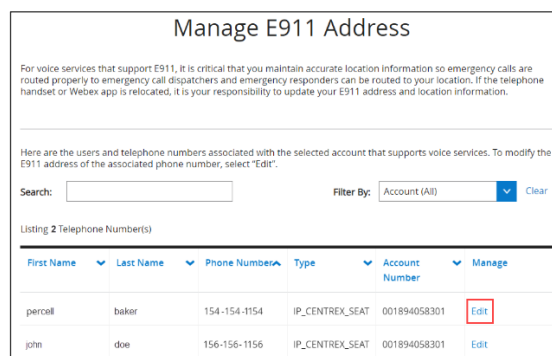**Figure 8.**   <u>Manage Another User's E911 Address (Fixed)</u>

Figure 9.   <u>Manage E911 Address (for Another User)</u>

4. Locate the person for whom you want to modify their E911 address and click the **Edit** link. (See Figure 9.)

5. Select the type of address you want to modify (Default or Current E911 Address) and follow steps 4-9 in the **How to Manage Your E911 Address Features for Lines, Seats, and Trunks for Fixed Endpoints** section.

How to Manage Your E911 Address Features for Lines, Seats, and Trunks for *Nomadic Endpoints*

Use the following steps to view and edit **your** E911 address for nomadic endpoints (mobile devices).

1. Open MyAccount and enter your user ID and password.
2. Scroll to the My Services section and click the **Manage E911 Address** icon in the Voice Tools section.
3. Click the **Manage My E911 Address** tile.
4. Click the **Webex** app or **UC App** tab. (**Note**: A user can have one nomadic address at a time, meaning the screen will display the **Primary** tab and either the **Web app** tab or the **UC app** tab. The tab you see is based on the app that was downloaded. In Figure 10, the Webex app tab displays.)

Figure 10.   Manage E911 Address for Nomadic Endpoint

5. Click the **Add Address** button.
   Result: The Manage E911 Address window appears. (See Figure 11.)

Figure 11.   Add New Nomadic Address

6. Populate the fields and click the **Continue** button. (**Note**: Click the **question mark icon** for assistance on how to populate a specific field.)
   Result: A second window displays the new address. (See Figure 4.)

7. Click the **Save** button. (**Important**: If the system cannot find the new address entered, refine the information to be more specific. If the refined address can't be located, call Cox Business Support at 1-866-272-5777.)

How to Upload a Bulk File for Lines, Seats, and Trunks

Note: A voice account must include National 911 licenses to bulk upload changes to trunking DID addresses. Without National 911 licenses, you may only update address entries for the main Billing Telephone Number (BTN) of a SIP or PRI trunk.

Before you begin:

Create* and/or save a comma-delimited data file (.CSV file) that contains lines, seats, and trunks on your computer.

*To create a bulk file, see **Appendix A: Using the Standard File Template to Build an Upload File** for details.

Figure 12.   Standard File Template

Use the following steps to upload a bulk file of lines, seats, and trunks.

1. Open MyAccount and enter your user ID and password.
2. Scroll to the **My Services** section and click **Manage E911 Address** icon in the **Voice Tools** section. (See Figure 1.)
3. Click the **Address Upload & Download** tab.

Figure 13.   Address Upload and Download

4. Click the **Choose File** button to select the .CSV file stored on your computer; and then click the **Open** button.

Figure 14.   Address Upload & Download screen

5. Click the **Upload** button to upload the file.
6. When the bulk file is uploaded and it fails MyAccount validation, the Bulk file is rejected and does not continue processing.
   Result: The below screen displays error messages that describe the reason for the file rejection.

Figure 15.   Bulk File Upload Failure Screen

7. When the Bulk file is uploaded and it passes MyAccount validations, the bulk file is routed to the downstream systems for further processing. (**Note**: The screen displays the number of records processed when the file has not processed completely.)

Figure 16.   <u>**Bulk File Still Processing Screen**</u>

8. When the file is **successfully processed**, the complete status of the bulk file appears.

Figure 17.   <u>**Bulk File Successfully Processed Screen**</u>

The records processed can have the following status:

a) **Success** : Records in the bulk file are successfully processed

b) **Validation failed with hyperlink**: Record in the bulk file are not processed however these records can be fixed. User can click on the hyperlink to update the ALI address

c) **Validation failed without hyperlink**: Records in the bulk file are not processed and cannot be fixed by the user. The tooltip displays the reason for the failure

d) **Action required**: Multiple addresses are found for the address entered in the Bulk file .User action is required to save correct address.

How to Bulk Download 911 Address Information

Use the following steps to bulk download 911 addresses.

1. Open MyAccount and enter your user ID and password.

2. Scroll to the **My Services** section and click **Manage E911 Address** icon in the **Voice Tools** section. (See Figure 1.)

3. Click the **Address Upload & Download** tile to download a bulk file. (See Figure 7.)

4. Click the **Download** tab and select the type of report you want to see: **Current ALI Records** or **ALI Record History**. (**Note**: "**A**utomatic **L**ocation **I**dentification (ALI) is an enhanced electronic location system that automatically relays a caller's address when they call an emergency responder service such as 911, whether they call from a mobile phone or a land line."[2])

Figure 18.   <u>**Address Download screen**</u>

5. Click the **Download Current ALI Records** link. **Result**: The **Current ALI record** screen appears. (See Figure 19.)

6. Click the box to choose one or more records you want to see and click the **PDF** or **CSV** link to select the format in which you want to view the report. (**Note**: Click **Select All** if you want a report on all DIDs shown. If you deselect DID one (1) or more DIDs, the report will not generate.)

Figure 19. Current ALI Records

7. If you click the **Download ALI Record History** link, the **ALI Record History** screen appears.

8. Click the box to choose one or more records you want to see and click the **PDF** or **CSV** link to select the format in which you want to view the report.
   Result: The **Current ALI Record** report downloads the selected format and contains the latest ALI record associated with the endpoint.

Figure 20. ALI Record History

See the next pages for samples of reports in PDF and CSV format.

Report Types and Layouts

Figure 21. <u>Current ALI Records in PDF Format (sample)</u>

<u>Current ALI Records</u>

Action	Phone Number	First Name	Last Name	Account Number	Account Name	Endpoint	Street Number	Street Number suffix	Pre-directional	Street name	Location	City	State	Zip
N/A	2252685821	Pazhani Ray Baum	Multi Acct	182095002301	Pazhani No Profile	Primary	10809			Ray Baum	APT 3	BATON ROUGE	LA	70809
N/A	2252685825	UNASSIGNED	UNASSIGNED	182095002201	Pazhani Mu Profile	UC App	10809	No Address found	No Address found	Ray Baum	APT 2	BATON ROUGE	LA	70809
N/A	2252685814	End 3 User 3	EU 3	182095002301	Pazhani No Profile	UC App	10809	No Address found	No Address found	Ray Baum	APT 3	BATON ROUGE	LA	70809
N/A	2252685821	Pazhani Ray Baum	Multi Acct	182095002301	Pazhani No Profile	UC App	2210	No Address found	No Address found	DUNWOODY GABLES DR	APT 700	DUNWOODY	GA	30338
N/A	2252685823	Profile 5	Admin 5	182095002201	Pazhani Mu Prrofile	Primary	10809	No Address found	No Address found	Ray Baum	APT 2	BATON ROUGE	LA	70809
N/A	2252685811	Profile 2	Admin 2	182095002301	Pazhani No Profile	Primary	10809			Ray Baum	APT 3	BATON ROUGE	LA	70809
N/A	2252685823	Profile 5	Admin 5	182095002201	Pazhani Mu Prrofile	UC App	2210	No Address found	No Address found	DUNWOODY GABLES DR	APT 700	DUNWOODY	GA	30338
N/A	2252685798	UNASSIGNED	UNASSIGNED	182095002201	Pazhani Mu Prrofile	Primary	10809			Ray Baum	APT 2	BATON ROUGE	LA	70809
N/A	2252685799	UNASSIGNED	UNASSIGNED	182095002201	Pazhani Mu Prrofile	Primary	10809			Ray Baum	APT 2	BATON ROUGE	LA	70809
N/A	2252685800	UNASSIGNED	UNASSIGNED	182095002201	Pazhani Mu Prrofile	Primary	10809			Ray Baum	APT 2	BATON ROUGE	LA	70809
N/A	2252685824	End user	EU	182095002201	Pazhani Mu Prrofile	Primary	2210	No Address found	No Address found	DUNWOODY GABLES DR	APT 700	DUNWOODY	GA	30338
N/A	2252685820	Profile 4	Admin 4	182095002301	Pazhani No Profile	Primary	10809	No Address found	No Address found	Ray Baum	APT 3	BATON ROUGE	LA	70809
N/A	2252685822	End 5 User 5	EU 5	182095002301	Pazhani No Profile	Primary	2210	No Address found	No Address found	DUNWOODY GABLES DR	APT 700	DUNWOODY	GA	30338

Figure 22. <u>Current ALI Records in CSV Format (sample)</u>

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
1	Action	Phone Nu	First Name	Last Name	Account N	Account N	Endpoint	Street Nu	Street Nu	Pre-direct	Street nar	Location	City	State	Zip			
2	N/A	2.25E+09	Pazhani R	Multi Acct	1.82E+11	Pazhani N	Primary	10809			Ray Baum	APT 3	BATON RC	LA	70809			
3	N/A	2.25E+09	UNASSIGN	UNASSIGN	1.82E+11	Pazhani M	UC App	10809	No Addre	No Addre	Ray Baum	APT 2	BATON RC	LA	70809			
4	N/A	2.25E+09	End 3 Use	EU 3	1.82E+11	Pazhani N	UC App	10809	No Addre	No Addre	Ray Baum	APT 3	BATON RC	LA	70809			
5	N/A	2.25E+09	Pazhani R	Multi Acct	1.82E+11	Pazhani N	UC App	2210	No Addre	No Addre	DUNWOO	APT 700	DUNWOO	GA	30338			
6	N/A	2.25E+09	Profile 5	Admin 5	1.82E+11	Pazhani M	Primary	10809	No Addre	No Addre	Ray Baum	APT 2	BATON RC	LA	70809			
7	N/A	2.25E+09	Profile 2	Admin 2	1.82E+11	Pazhani N	Primary	10809			Ray Baum	APT 3	BATON RC	LA	70809			
8	N/A	2.25E+09	Profile 5	Admin 5	1.82E+11	Pazhani M	UC App	2210	No Addre	No Addre	DUNWOO	APT 700	DUNWOO	GA	30338			
9	N/A	2.25E+09	UNASSIGN	UNASSIGN	1.82E+11	Pazhani M	Primary	10809			Ray Baum	APT 2	BATON RC	LA	70809			
10	N/A	2.25E+09	UNASSIGN	UNASSIGN	1.82E+11	Pazhani M	Primary	10809			Ray Baum	APT 2	BATON RC	LA	70809			
11	N/A	2.25E+09	UNASSIGN	UNASSIGN	1.82E+11	Pazhani M	Primary	10809			Ray Baum	APT 2	BATON RC	LA	70809			
12	N/A	2.25E+09	End user	EU	1.82E+11	Pazhani M	Primary	2210	No Addre	No Addre	DUNWOO	APT 700	DUNWOO	GA	30338			
13	N/A	2.25E+09	Profile 4	Admin 4	1.82E+11	Pazhani N	Primary	10809	No Addre	No Addre	Ray Baum	APT 3	BATON RC	LA	70809			
14	N/A	2.25E+09	End 5 Use	EU 5	1.82E+11	Pazhani N	Primary	2210	No Addre	No Addre	DUNWOO	APT 700	DUNWOO	GA	30338			
15																		
16																		

The **ALI Record History** Report will contain the historical log of ALI records associated with the endpoint.

Figure 23. <u>ALI Record History in PDF Format (sample)</u>

<u>ALI Record History</u>

Action	Phone Number	First Name	Last Name	Account Number	Account Name	Endpoint	Street Number	Street Number suffix	Pre-directional	Street name	Location	City	State	Zip	Timestamp	User ID
I	2252685821	Pazhani Ray Baum	Multi Acct	182095002301	Pazhani No Profile	Primary	10809			Ray Baum	APT 3	BATON ROUGE	LA	70809	09/29/2020 01:30:00 AM EDT	COX REP
N/A	2252685821	Pazhani Ray Baum	Multi Acct	182095002301	Pazhani No Profile	Primary	10809			Ray Baum	APT 3	BATON ROUGE	LA	70809	10/07/2020 08:00:15 AM EDT	COX REP
I	2252685825	UNASSIGNED	UNASSIGNED	182095002201	Pazhani Mu Prrofile	UC App	10809	No Address found	No Address found	Ray Baum	APT 2	BATON ROUGE	LA	70809	09/29/2020 04:15:02 AM EDT	COX REP
N/A	2252685825	UNASSIGNED	UNASSIGNED	182095002201	Pazhani Mu Prrofile	UC App	10809	No Address found	No Address found	Ray Baum	APT 2	BATON ROUGE	LA	70809	09/29/2020 04:30:16 AM EDT	COX REP
I	2252685814	End 3 User 3	EU 3	182095002301	Pazhani No Profile	UC App	10809	No Address found	No Address found	Ray Baum	APT 3	BATON ROUGE	LA	70809	09/25/2020 12:01:04 PM EDT	COX REP
N/A	2252685814	End 3 User 3	EU 3	182095002301	Pazhani No Profile	UC App	10809	No Address found	No Address found	Ray Baum	APT 3	BATON ROUGE	LA	70809	09/25/2020 12:30:58 PM EDT	COX REP
N/A	2252685821	Pazhani Ray Baum	Multi Acct	182095002301	Pazhani No Profile	UC App	2210	No Address found	No Address found	DUNWOODY GABLES DR	APT 700	DUNWOODY	GA	30338	10/12/2020 10:08:35 AM EDT	Kanika.Gulati@cox.com
I	2252685821	Pazhani Ray Baum	Multi Acct	182095002301	Pazhani No Profile	UC App	10809	No Address found	No Address found	Ray Baum	APT 3	BATON ROUGE	LA	70809	09/29/2020 01:45:55 AM EDT	COX REP
I	2252685821	Pazhani Ray Baum	Multi Acct	182095002301	Pazhani No Profile	UC App	10809	No Address found	No Address found	Ray Baum	APT 3	BATON ROUGE	LA	70809	09/29/2020 02:15:04 AM EDT	COX REP
U	2252685821	Pazhani Ray Baum	Multi Acct	182095002301	Pazhani No Profile	UC App	2210	No Address found	No Address found	DUNWOODY GABLES DR	NA	DUNWOODY	GA	30338	09/29/2020 08:35:24 AM EDT	095002201@mailinator.com
U	2252685821	Pazhani Ray Baum	Multi Acct	182095002301	Pazhani No Profile	UC App	2210	No Address found	No Address found	DUNWOODY GABLES DR	NA	DUNWOODY	GA	30338	09/29/2020 08:42:13 AM EDT	095002201_pa@mailinator.com

Figure 24.   ALI Record History in CVS Format (sample)

Action	Phone Nu	First Name	Last Name	Account N	Account N	Endpoint	Street Nu	Street Nu	Pre-direct	Street nar	Location	City	State	Zip	Timestam	User ID
I	2.25E+09	Pazhani R	Multi Acct	1.82E+11	Pazhani N	Primary	10809			Ray Baum	APT 3	BATON R	LA	70809	09/29/202	COX REP
N/A	2.25E+09	Pazhani R	Multi Acct	1.82E+11	Pazhani N	Primary	10809			Ray Baum	APT 3	BATON R	LA	70809	10/07/202	COX REP
I	2.25E+09	UNASSIGN	UNASSIGN	1.82E+11	Pazhani M	UC App	10809	No Addre	No Addre	Ray Baum	APT 2	BATON R	LA	70809	09/29/202	COX REP
N/A	2.25E+09	UNASSIGN	UNASSIGN	1.82E+11	Pazhani M	UC App	10809	No Addre	No Addre	Ray Baum	APT 2	BATON R	LA	70809	09/29/202	COX REP
I	2.25E+09	End 3 User	EU 3	1.82E+11	Pazhani N	UC App	10809	No Addre	No Addre	Ray Baum	APT 3	BATON R	LA	70809	09/25/202	COX REP
N/A	2.25E+09	End 3 User	EU 3	1.82E+11	Pazhani N	UC App	10809	No Addre	No Addre	Ray Baum	APT 3	BATON R	LA	70809	09/25/202	COX REP
N/A	2.25E+09	Pazhani R	Multi Acct	1.82E+11	Pazhani N	UC App	2210	No Addre	No Addre	DUNWOO	APT 700	DUNWOO	GA	30338	10/12/202	Kanika.Gulati@cox.com
I	2.25E+09	Pazhani R	Multi Acct	1.82E+11	Pazhani N	UC App	10809	No Addre	No Addre	Ray Baum	APT 3	BATON R	LA	70809	09/29/202	COX REP
I	2.25E+09	Pazhani R	Multi Acct	1.82E+11	Pazhani N	UC App	10809	No Addre	No Addre	Ray Baum	APT 3	BATON R	LA	70809	09/29/202	COX REP
U	2.25E+09	Pazhani R	Multi Acct	1.82E+11	Pazhani N	UC App	2210	No Addre	No Addre	DUNWOO	NA	DUNWOO	GA	30338	09/29/202	095002201@mailinator.com
U	2.25E+09	Pazhani R	Multi Acct	1.82E+11	Pazhani N	UC App	2210	No Addre	No Addre	DUNWOO	NA	DUNWOO	GA	30338	09/29/202	095002201_pa@mailinator.com
U	2.25E+09	Pazhani R	Multi Acct	1.82E+11	Pazhani N	UC App	2210	No Addre	No Addre	DUNWOO	BLDG A	DUNWOO	GA	30338	09/30/202	pazhani.moorthy@cox.com
U	2.25E+09	Pazhani R	Multi Acct	1.82E+11	Pazhani N	UC App	2210	No Addre	No Addre	DUNWOO	BLDG A	DUNWOO	GA	30338	09/30/202	095002201@mailinator.com
U	2.25E+09	Pazhani R	Multi Acct	1.82E+11	Pazhani N	UC App	2210	No Addre	No Addre	DUNWOO	NA	DUNWOO	GA	30338	10/12/202	Kanika.Gulati@cox.com
U	2.25E+09	Pazhani R	Multi Acct	1.82E+11	Pazhani N	UC App	2210	No Addre	No Addre	DUNWOO	APT 601	DUNWOO	GA	30338	10/06/202	pazhani.moorthy@cox.com
I	2.25E+09	Profile 5	Admin 5	1.82E+11	Pazhani M	Primary	10809	No Addre	No Addre	Ray Baum	APT 2	BATON R	LA	70809	09/29/202	COX REP
N/A	2.25E+09	Profile 5	Admin 5	1.82E+11	Pazhani M	Primary	10809	No Addre	No Addre	Ray Baum	APT 2	BATON R	LA	70809	09/29/202	COX REP
I	2.25E+09	Profile 2	Admin 2	1.82E+11	Pazhani N	Primary	10809			Ray Baum	APT 3	BATON R	LA	70809	09/25/202	COX REP
N/A	2.25E+09	Profile 2	Admin 2	1.82E+11	Pazhani N	Primary	10809			Ray Baum	APT 3	BATON R	LA	70809	10/07/202	COX REP
N/A	2.25E+09	Profile 5	Admin 5	1.82E+11	Pazhani N	UC App	2210	No Addre	No Addre	DUNWOO	APT 700	DUNWOO	GA	30338	10/12/202	Kanika.Gulati@cox.com
I	2.25E+09	Profile 5	Admin 5	1.82E+11	Pazhani M	UC App	10809	No Addre	No Addre	Ray Baum	APT 2	BATON R	LA	70809	09/29/202	COX REP

ALI Record History_10_14_2020_5

Appendix A: Using the Standard File Template to Build an Upload File

Figure 25. <u>Standard File Upload Template</u>

Action	Phone Num	First Name	Last Name	Account Number	Account Name	End Point	Street Number	Street Number Suffix
A	404-222-1212	Sam	Simpson	186074688501	Cogsworth Cogs	Primary	4040	B

The blank template .csv file must have the following contents only:

```
Action*,Phone Number*,First Name,Last Name,Account Number,Account Name,End Point,Street Number,Street
Number Suffix,Pre-Directional,Street Name,Location,City,State,ZIP
```

1. Download and then edit the comma-delimited file (extension .CSV) from MyAccount

2. Use the following Action Values to add, change, or delete a 911 address value:

   - **A** or **a** (add an ALI entry)
   - **C** or **c** (**U** or **u**) or (**M** or **m**) (**c**hange/**u**pdate/**m**odify an ALI entry)
   - **D** or **d**
   - Blank action values will be ignored...
   - **Note**: if a transaction file has duplicate records, based on TN/endpoint combination, then only the last transaction record in the file will be processed.

3. Enter the following required data fields to process each record:

   - Action (mandatory)
   - Phone Number (mandatory)
   - First Name
   - Last Name
   - Account Number

   - End Point (Primary (or primary); or UC App or Webex – **U** or **u**... **W** or **w** (mandatory) (**Note**: blank value for the endpoint defaults to Primary.)
   - Street Number
   - Street Number Suffix

   - Pre-Directional
   - Street Name
   - City
   - State
   - Zip Code

4. Double-check the formatting and proper spelling.

5. Save the .CSV file to your computer.

6. Log into MyAccount and perform a bulk upload for 911 address updates. (Refer to **How to Upload a Bulk File for Lines, Seats, and Trunks** for assistance.)

Appendix B: Common Bulk Upload File Validation and Processing Errors

When you try to upload a file that contains errors, the Address Upload and Download screen displays a description of the error associated to the specific Phone Number, Account Number, and End Point.

Figure 26. <u>MyAccount Address Upload & Download Sample Error Screen</u>
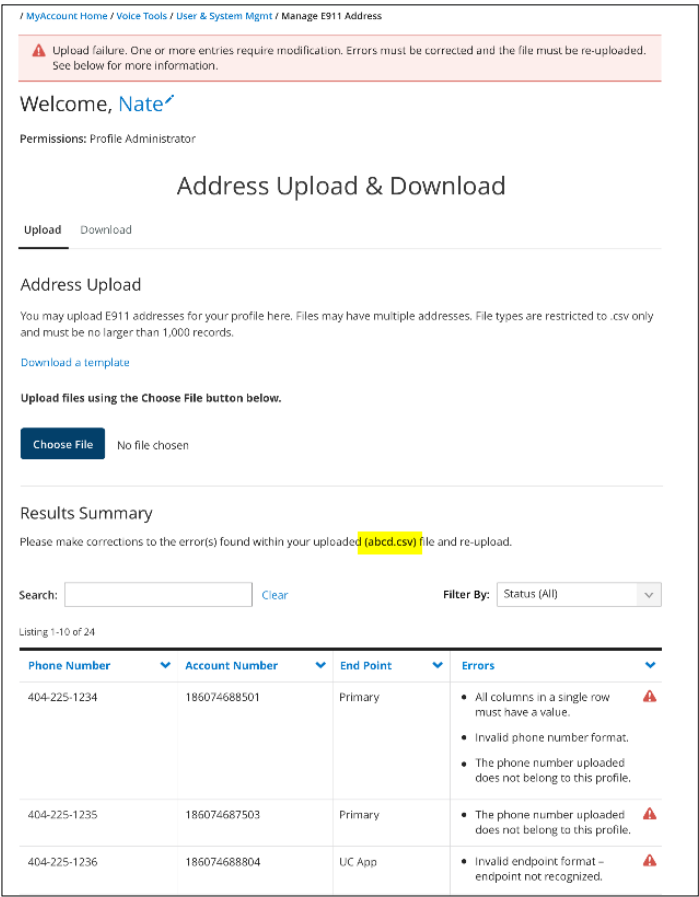
The table below contains validation failure messages that display in MyAccount and troubleshooting steps to resolve.

If you see this error message…	Make sure…
Upload failure. File type must be CSV.	The address file is in .CSV format when you try to upload.
Upload failure. The uploaded file exceeds the limit of 1,000 records.	The file contains no more than 1000 records (under the header row). Move rows greater than 1000 to an additional file and load separately.
Upload failure. The column names in the header must match the provided template.	The first row on the file contains the comma-separated column header. Ensure no updates have been made to the column header. Download a new file to ensure you use the most accurate file available.

If you see this error message...	Make sure...
Missing values in one or more columns.	The file has exactly 15 comma-separated columns on each row. Ensure all rows have a valid input.
Invalid phone number format.	All rows have a valid telephone number. Validate there are 10 digits in each row.
Phone number uploaded does not belong to your account.	The telephone numbers (TNs) in all rows must belong to one of the user's accounts within the profile.
Invalid Endpoint value.	The endpoint columns contain the following (in upper or lowercase): a. **Primary** or starting with **P** or **p** b. Webex Teams or UC App or starting with **U** or **u** c. Blank (will be interpreted as Primary)
Invalid Action Code value.	The Action column contains the following codes only (in upper or lowercase): a. **A** (Add) b. **M** or **C** or **U** (Modify) c. **D** (Delete) d. **N/A** or blank (*row will be ignored)
<TN> is not a primary endpoint *or* <TN> is not a Webex Teams or UC App endpoint	That the endpoint(s) in all rows are valid for that TN.
Upload failure. MyAccount validation fails at the time of uploading a file.	One or more entries require modification. Error must be corrected, and the file must be re-uploaded.
No Address Found.	The address data is not missing from any of the applicable columns.
Validation failed. Deletion of ALI record for a fixed endpoint is NOT allowed. You may only delete ALI record for a DID.	The row contains an Action code **D** only for DID(s).
Validation failed. ALI record has NOT yet been created for this fixed endpoint.	The row contains Action code **A**, **M**, **C**, **U** only for a Fixed endpoint that has an existing ALI record.

If you see this error message...	Make sure...
Validation failed. The number of purchased licenses is equal to the total number of ALI records that exist in the system.	The row contains DID with in-use license is less than MBQ.
ALI record for this TN cannot be edited since it exists on the legacy database.	The endpoint is provisioned on Broadsoft and is not part of the Legacy PS/ALI service.
No ALI record found. (**Note**: If the telephone number has no initial record, typically during a new install, this message appears.)	You wait 24-48 hours after a new install before you upload updated dispatchable location details.
File contains no data.	The file contains all data and re-uploaded.

Terms to Know: MSAG/MSAG ADDRESS

What is MSAG?

MSAG (Master Street Address Guide) is a database of street names and house number ranges within their associated communities that define Emergency Service Zones (ESZs), and their associated Emergency Service Numbers (ESNs) to enable proper routing of 911 calls.

What is a MSAG Address?

A MSAG address is 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. The community name associated with this address format is assigned by the Addressing Authority in cooperation with the 911 Administrator and may or may not be the same as the community name assigned by the USPS. MSAG addresses are used to route 911 calls and for ALI display.

Note: The MSAG address data format is not standardized throughout the country. This is generally attributed to legacy system limitations that have continued as operational practices on the part of 911 administrative entities. As a result, two sub-tending MSAG definitions are needed.

Appendix C: E911 Calling and Configuration FAQs

What is Kari's Law?

H.R. 582, commonly known as *Kari's Law Act of 2017*, "amends the Communications Act of 1934 to prohibit businesses from manufacturing or importing for use in the United States, or selling or leasing in the United States, a multi-line telephone system unless it is pre-configured to allow users to directly initiate a call to 9-1-1 (without dialing any additional digit, code, prefix, or post-fix, including any trunk-access code such as the digit '9') from any station equipped with dialing facilities.

Businesses are prohibited from installing, managing, or operating multi-line telephone systems without such a direct 9-1-1 call configuration."[1]

What does the legislation require in support of Kari's Law?

The legislation required to support Kari's Law states no dialing prefix or access code is allowed when dialing 911.

New Multi-Line Telephone Systems (MLTS), such as Unified Communications (UC) or Webex applications, must allow users to dial 911 without requiring any prefix, post-fix or trunk access code. For IP Centrex and VoiceManager, the prefix, post-fix or trunk access codes are not required.

SIP Trunking and PRI are dependent on the customer's PBX rather than the product provided by Cox, so Cox is restricted to change how the systems function. All Cox Business voice customers are notified about the requirements of Kari's Law.

How does a user configure the method of emergency messaging notification they will receive when 911 is dialed?

The customer must access MyAccount and update the 911 Notifications section.

How many emails and telephone numbers can be set up in MyAccount to receive notifications?

The customer can enter up to three (3) different email addresses or mobile phone numbers for each phone number/seat. One (1) email/mobile phone number will be selected as the primary notification contact. Only one notification is available per seat.

What are the notification methods?

Email, text/SMS messages, and phone calls can be used for notification methods when a 911 call is placed from an account.

What is the SMS notification content?

SMS notification content includes:

- call time
- call date
- originating phone number from the device type used with the E911 address
- street number, street number suffix, pre-directional, street name
- location: city, state, zip
- Account Number
- Account Service Address

---

[1] *https://www.congress.gov/bill/115th-congress/house-bill/582*

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Can a customer turn OFF 911 notifications?

Yes. Both, email and text messages can be turned OFF and ON in MyAccount.

Text messages can also be turned off by replying to the 911 notification text with "stop". Replying with "stop" will turn off all notifications to that particular mobile phone number and not just 911 notifications.

After sending "STOP," the message, "You have unsubscribed for all Cox SMS notifications. Manage notification settings using MyAccount at *www.coxbusiness.com/myaccount*" appears.

If you stop SMS two (2) times via text, you must wait 30 days before you can enable SMS messages again and the following message appears in MyAccount: "After sending a STOP message, re-enable SMS notification can only occur once every 30 days. Please try again later or use a different number."

If the same mobile phone number is used for multiple individuals, turning it off for one user will impact all users. No one will receive notifications when it is turned off for one user.

What if a user responds to a notification with "Help"?

If a user responds to a notification with "Help," they receive the message, "Manage notification settings using MyAccount at *www.coxbusiness.com/myaccount*."

Who receives the 911 call notifications?

The preferred contact will receive a generic message alerting of the 911 call.

All email notifications are based on the customer calling group that the business sets up. Select users' preferred contact information is set up to receive 911 notifications. When a customer within the calling group dials 911, *all* email addresses and/or mobile phone numbers receive a notification.

What do the 911 email and SMS notification include?

The emergency address—as delivered to the PSAP (public-safety answering point)—and the customer's account service address are included in the notification.
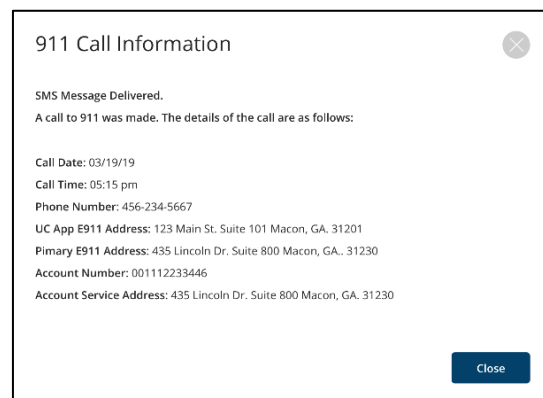
Figure 27.   E911 Email (sample)   **Figure 28.   E911 SMS (sample)**

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