Date of Bulletin:	December 6, 2023
Notice #:	CCBFTR02167
Audience:	Carrier, IXC, Wireless, CLEC, Reseller, ISP
Subject:	E9-1-1 Process Reminder
Date Effective:	Immediately

For access service requests where E9-1-1 is requested, this is a reminder to populate certain fields to ensure Frontier prioritizes services used for E9-1-1. This will help Frontier identify risks that could result in outages, respond to outages with remedial actions, and recover from such outages as soon as practicable.

For TDM services, the Public Safety Answering Point (PSAP) field is populated with either the county name, police department call center, or assigned PSAP CLLI code. The Frontier selective router populated in the PSAP field is not valid. In addition, TRFTYP (Traffic Type) field equals "E9", SECLOC field is populated with the Frontier selective router, and ESN (Emergency Service Number) field is populated.

For Ethernet services where the provisioning and tagging of Next Generation 911 (NG911) is used for IP Based Solutions call routing, the NG911 field is populated with a "Y".

If you have questions, please contact your Frontier Account Manager.