



E 9-1-1 Activation Process

For Frontier Wholesale Customers

DISCLAIMER: This document is designed to be a guide to the E9-1-1 activation process for Frontier Wholesale customers. Frontier may modify this Guide at any time with or without notice. In the event of any conflict between this Guide and any Interconnection Agreement or Tariff, the Interconnection Agreement or Tariff shall control.

Revised: 01/27/2023

Effective: 02/01/2023

Contents

1.0 Introduction.....	3
1.1 What is 9-1-1 ?.....	5
1.2 Responsibilities of Carriers	5
1.3 Municipality Contacts	7
1.4 General.....	8
2.0 General Network Information.....	8
2.1 9-1-1 Repair.....	8
2.2 Network Information	8
2.3 Recommendations for the Provisioning of facilities.....	9
3.0 General Database Requirements.....	10
3.1 Introduction.....	10
3.2 Regional E 9-1-1 Electronic Interface	10
3.4 Adding new NPA/NXX Codes in Frontier.....	12
3.5 – Telephone Number (TN) or ALI Extract Reports	14
4.0 Glossary of Acronyms.....	16
5.0 Frontier – 9-1-1 Selective Router Listings	17
6.0 Jurisdiction to 9-1-1 Selective Router Cross Reference.....	22

1.0 Introduction

This document is intended for all Carriers providing service in the Frontier market service areas. As used in this document, the term “Carrier” will apply to facilities-based Competitive Local Exchange Carriers (CLECs), Independent Telephone Companies (ITC), Resellers, and Wireless Carriers, collectively. Information provided in this document is intended solely to assist Carriers in the interconnection of 9-1-1/E-9-1-1 service with Frontier. Interconnecting VoIP providers impacted by FCC’s First Report and Order released June 3, 2005 (“In the Matter of IP-Enabled Services (WC Docket No. 04-36) and E911 Requirements for IP-Enabled Service Providers (WC Docket No. 05-196)”) that desire to order facilities and/or trunking from Frontier can address their facility and trunking inquiries by using this Guide. In addition, interconnected VoIP providers should refer to the VoIP 9-1-1 Guide for further assistance in providing 9-1-1/E-9-1-1 service to their end users in Frontier service areas.

The Carrier is responsible for assessing and meeting all requirements of applicable federal, state, and/or local law in connection with 9-1-1/E-9-1-1 services. If conflicts arise between the information contained in this document and applicable law, including federal, state and/or local statutes, regulations and standards or the carrier’s Interconnection Agreements, the information/requirements of applicable law or in such specific documents shall take precedence. By its use, the Carrier agrees to release Frontier and hold harmless from any claims resulting from information obtained from this document.

This Guide has been updated to include all market areas where Frontier is certificated to provide 9-1-1 services.

OFFICE LOCATION	CLLI	NPA	NXX	LATA
ALPINE	WDFRCAXFRS1	530	694	720
COLEVILLE	CEVLCAXFRS6	530	495	720
CRESCENT CITY	CRCYCAXFDS1	707	464	722
CRESCENT CITY	CRCYCAXFDS1	707	465	722
GASQUET	GSQTCAXFRS2	707	457	722
HIOUCHI	HICHCAXFRS2	707	458	722
KLAMATH	KLMTCAFRS1	707	482	722
ORICK	ORICCAFRS1	707	488	722
SMITH RIVER	SMRVCAXFDS1	707	487	722
EARP BIG RIVER	BGRVCAXFRS1	760	665	730
BLYTHE	BLYTCAXF92K	760	921	730
BLYTHE	BLYTCAXF92K	760	922	730
EARP BIG RIVER	BGRVCAXFRS1	760	665	730
HAVASU LANDING	HVSUCAXFRS1	760	858	730
PALO VERDE	PLVRCAXFRS1	760	854	730

1.1 What is 9-1-1 ?

1.1.1 Basic 9-1-1 Service (9-1-1)

Basic 9-1-1 Service is an emergency telephone system that automatically connects 9-1-1 callers to a designated answering point. Call routing is determined by originating central office only. Basic 9-1-1 services are provided in areas where Enhanced 9-1-1 is not available.

1.1.2 Enhanced 9-1-1 (E 9-1-1)

E 9-1-1 service delivers a voice connection and the caller's telephone number (TN) Automatic Number Identification ("ANI") to a Public Safety Answering Point ("PSAP"). E9-1-1 provides additional selective routing flexibility for 9-1-1 calls. E 9-1-1 uses end user data contained in the E 9-1-1 database to determine routing to the appropriate PSAP. The E 9-1-1 database provides the PSAP with the name and street address of the calling party. The E 9-1-1 database must be updated when an end user is added to the database, changes local service provider, telephone number, name or street address.

1.2 Responsibilities of Carriers

1.2.1 Facility Based CLECs and Independent Telephone Companies

1.2.1.1 Trunking

Facility Based CLECs (CLECs owning their own switching equipment), Wireless carriers and Independent Telephone Companies are responsible for establishing facilities and trunks from their switch to the designated Frontier Selective Router(s). See also Sections 2.2-Network Information and Section 2.3-Recommendations for the Provisioning of Facilities.

1.2.1.2 Database

Facilities-Based CLECs, Wireless carriers and ITCs are responsible for entering their end-users' name and address information into E 9-1-1 databases, and for the accuracy of that information. Facility-based CLECs, ITCs and Wireless Carriers submit end-user information to the E 9-1-1 databases using the Frontier Electronic Interface. This electronic database interface uses an industry-standard format. Carriers may submit up to ten files containing multiple entries each business day. Carriers are responsible for the accuracy of their end-user E 9-1-1 information, and must verify that the name and address information entered into the database is complete, correct, and accurate. This information must also be validated against the local Master Street Address Guide (MSAG) for facility-based CLECs and Independent Telephone Companies.

1.2.2 Resellers, UNE – Platform & UNE Port

1.2.2.1 Trunking

1.2.2.1.1 Resellers and UNE-Platform

E 9-1-1 Activation Process

9-1-1 calls for end-users of Carriers utilizing Resale and UNE-Platform use the same trunking from the end office to the 9-1-1 selective router as Frontier subscribers. All calls for Resale and UNE-Platform are selectively routed to the correct PSAP based on the Caller's telephone number (ANI).

1.2.2.1.2 UNE Port

Frontier provides one telephone number (ANI) per UNE Port. All 9-1-1 calls made over this port will be routed to a single PSAP based on the address associated with the port telephone number. As such if specific multiple subscribers (Telephone numbers) with multiple addresses are provided over this UNE – Port, they will only be identified at the PSAP by the single UNE – Port telephone number. For information to identify unique Subscriber location to the PSAP for UNE Port, please contact your Wholesale Account Manager.

1.2.2.2 Database

The Carrier is responsible for the accuracy of its end-user information, including the ANI as well as name and address information, which must be validated against the local 9-1-1 system's MSAG. Frontier uses its standard Service Order Process to update and maintain end-user information for these types of Carriers in the E 9-1-1 Database. This data is derived from data received from the Local Service Request (LSR) received from the Carrier. For UNE-P, Frontier is evaluating alternatives for updating end-user information. On an interim basis, Frontier will update and maintain CLEC UNE-P end-user E-9-1-1 information through the LSR process described above.

1.3 Municipality Contacts

1.3.1 Carrier Responsibilities

Carriers are responsible for notifying the appropriate state agency and/or local agency where telecommunications and required 9-1-1 services are to be provided. If you require assistance in obtaining contacts within these agencies, the Carrier may contact the Frontier 9-1-1 Specialist in the specific area in which it intends to provide service.

1.3.2 Service Contacts: E911 Specialists

E9-1-1 Specialists are a primary point of contact for all 9-1-1 service related matters for their assigned states.

The 9-1-1 Specialists, by assigned states, are as follows:

Frontier E911 Specialists			
Territory	Service Manager	Phone Number	Email
Alabama	Jim Ford	681-587-9672	james.ford@ftr.com
Arizona	Kirk Basmajian	585-721-4352	kirk.basmajian@ftr.com
California	Pam Snyder, ENP / Leandro Franco	916-714-2107 / 805-205-5579	pam.snyder@ftr.com ; leandro.franco@ftr.com
Connecticut	Heinz Diehl	585-777-4599	heinz.diehl@ftr.com
Florida	Heinz Diehl	585-777-4599	heinz.diehl@ftr.com
Illinois	Ned Jacklin, ENP	309-823-2215	ned.jacklin@ftr.com
Iowa	Anthony (Tony) NaDell	585-703-1649	anthony.nadell@ftr.com
Indiana	Robert Finney	740-223-8727	robert.finney@ftr.com
Michigan	Anthony (Tony) NaDell	585-703-1649	anthony.nadell@ftr.com
Minnesota	Anthony (Tony) NaDell	585-703-1649	anthony.nadell@ftr.com
New York	Heinz Diehl	585-777-4599	heinz.diehl@ftr.com
North Carolina	Kirk Basmajian	585-721-4352	kirk.basmajian@ftr.com
Ohio	Robert Finney	740-223-8727	robert.finney@ftr.com
Pennsylvania	Heinz Diehl	585-777-4599	heinz.diehl@ftr.com
South Carolina	Kirk Basmajian	585-721-4352	kirk.basmajian@ftr.com
Tennessee	Jim Ford	681-587-9672	james.ford@ftr.com
Texas	Kirk Basmajian	585-721-4352	kirk.basmajian@ftr.com
West Virginia	Jim Ford	681-587-9672	james.ford@ftr.com
Wisconsin	Ned Jacklin, ENP	309-823-2215	ned.jacklin@ftr.com
9-1-1 Services Mgr.	Luke Blatt	304-344-6035	luke.blatt@ftr.com

1.4 General

1.4.1 Localities without E 9-1-1

Generally, in areas where there is no Enhanced 9-1-1, Basic 9-1-1 service is provided. In these situations, Carriers (other than Resellers, UNE – Platform and UNE - Port providers) must establish direct trunks from their switch to the local Emergency Service Provider in order to provide basic 9-1-1 service.

1.4.2 Certified Carriers

A Carrier must be certified by applicable state regulatory bodies to provide telecommunications services in an area before they request 9-1-1 services from Frontier.

1.5 Note to Wireless Carriers

Basic interconnection and data input are the same for both wireline and wireless carriers.

2.0 General Network Information

2.1 9-1-1 Repair

Shown below is the contact number for carriers to report troubles in the event of a 9-1-1 trunk failure. The Carrier must have the circuit ID of the trunk for which it is reporting the trouble.

Frontier Maintenance Control Office:
877-500-5514

2.2 Network Information

2.2.1 Important Points to Remember

The Carrier (other than Resellers, UNE – Platform and UNE - Port providers) is responsible for their subscriber's 9-1-1 service and ensuring that their network is properly tested and operational at all times. The Carrier must have 9-1-1 trunk circuits in place and operational from its switch to the correct Selective Router for Enhanced 9-1-1 service to work. Carriers must connect to each of the selective router(s) serving their end users' 9-1-1 calling areas. The Selective Routers are determined by identifying the PSAP that will answer the call. You can view a list of the PSAPs and the selective routers later in this document.

The Carrier is responsible for monitoring growth to ensure that new areas served by the Carrier have access to the correct 9-1-1 Selective Router from the Carrier's switch.

2.2.2 9-1-1 Selective Router Trunking Recommendations

In areas where a 9-1-1 Selective Router is used, all facility-based Carriers are required to connect 9-1-1 trunks from their local switch directly to the appropriate 9-1-1 Selective Router. The appropriate Selective Router is determined by identifying the correct jurisdictional PSAP to answer the 9-1-1 call for the carrier's end user and then making sure the Selective Router serves that jurisdictional PSAP. Where there are questions the assigned 9-1-1 Specialist should be contacted using the chart above.

In most cases the connection will be via a DS1 through a Digital Access Cross Connect (DCS), although certain state and/or local agencies may have their own requirements dictating how a Carrier interconnects to the 9-1-1 network. This will permit the routing of Carrier subscribers to the correct PSAP. In accordance with industry best practices and standards recommendations, diversity means "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." In support of service continuity it is recommended that all trunk circuits to the 9-1-1 Selective Routers, should be provisioned in a diverse manner, where facilities permit with a minimum of two trunks per trunk group (unless otherwise specified by the state or local E-9-1-1 agency) for each Selective Router, and the circuit routes should not travel the same physical path at any point from the Carrier's switch to the Frontier 9-1-1 Selective Router.

Frontier Emergency Service Number (ESN) procedures:

A default ESN is assigned in translations of the 9-1-1 Selective Router to the Carrier's incoming 9-1-1 trunk group, for any ANI failure from the Carrier switch. Frontier determines the ESN assignment for this trunk group based on information provided to by the Carrier when the 9-1-1 trunk is ordered. **It is imperative that the Carrier ensures that the proper default routing information is included in the ASR for the 9-1-1 trunk order.** At the time the Carrier submits their trunk request to Frontier, they must clearly state what PSAP their ANI failures should default route in plain English based on agreement between the Carrier and PSAP.

Carriers should ensure that PSAPs are aware and agree that if the Carrier only plans to build one trunk group and therefore have only one default ESN on a trunk group that may serve multiple PSAPs.

2.3 Recommendations for the Provisioning of facilities

9-1-1 trunks from the Carrier's switch to the Frontier 9-1-1 Selective Router should be provisioned as follows:

1. For areas where a single 9-1-1 Selective Router exists, the minimum trunk recommendation is two diversely routed trunks. Where possible, the two trunks should be diversely routed between the Carrier's switch and the Frontier 9-1-1 Selective Router. For areas that have dual Selective Routers, the minimum trunk recommendation is two diversely routed trunks to the primary Selective Router

E 9-1-1 Activation Process

and with two diversely routed trunks to the secondary Selective Router.

2. All 9-1-1 trunking should meet industry standards of P.01 grade of service except where State requirements are more restrictive.
3. Trunks are 1-Way terminating only trunks with FGD or SS7 protocol. The facility is DS1 or Voice Grade level and does not have to be a dedicated DS1. If the DS1 is not dedicated, it must terminate at a DCS. The applicable tariff or state regulation may determine available facility type(s).
4. Currently, Frontier utilizes three types of selective routers in the provision of 9-1-1 services, they are:
 - a. CML Technologies ECS – 1000
 - b. Lucent Technology # 5 ESS
 - c. Nortel DMS -100

Important: The CML ECS 1000 routers are being rehomed to switch based routers due to manufacturer discontinuance notice effective December 2017.

2.3.2 Use of SS7 Signaling

SS7 signaling between the Carrier switch and the Frontier Selective Router is utilized in areas in which either a Lucent 5E or Nortel DMS100 switch serves as the Selective Router. All other areas within Frontier still use MF/CAMA trunking.

2.3.3 Competitive Carrier Requirements for Area Code Overlay

The Carrier may, at its discretion, convert existing 9-1-1 trunk groups to SS7 where SS7 is available. However, it is recommended that if a Carrier has NXX codes in both the existing NPA and the proposed overlay, that it implements SS7 on its 9-1-1 trunk groups to avoid implementation of a second trunk group for the overlay NPA.

3.0 General Database Requirements

3.1 Introduction

The E-9-1-1 database identifies the name and street address associated with each telephone number to enable PSAPs to automatically identify an emergency caller's location if the caller is unable to communicate this information verbally to the PSAP call taker.

3.2 Regional E 9-1-1 Electronic Interface

Facilities-based CLECs, ITCs and Wireless Carriers use the Regional E 9-1-1 Electronic Interface within all Frontier states to enter, modify and view their subscriber telephone number and address information into the Frontier 9-1-1 Data Base Management Systems. This Guide provides the various business rules, by geographic area, for all of Frontier.

3.2.1 Number Portability

3.2.1.1**General**

When an end-user ports a telephone number from one Local Service Provider to another, the ownership of the end-user's E 9-1-1 record must be changed from the previous carrier (known as the Donor Company) to the new carrier (known as the Recipient Company.)

Carriers are responsible for their end-users' E-9-1-1 records; and as such, they are responsible for monitoring E-9-1-1 Error/Record reports provided by Frontier. Where there is a question concerning a record's "unlock" status, the Carrier must first investigate internally before contacting the Database Management Center (DBMC) regarding Local Number Portability (LNP)-related difficulties with E-9-1-1 records.

3.2.1.2 Instructions for Porting Telephone Number (TN) Records in the E 9-1-1 database

When a Recipient Company wins a end-user from another carrier, the Recipient Company sends a LSR to the Donor company. If the Donor company is Frontier, then the LSR should be sent to the Frontier Local Carrier Services Center (LCSC). The LSR is the vehicle that begins the transaction process initiating service with the Recipient Company and disconnecting service from the Donor Company.

When a Recipient Company is a Frontier Reseller or UNE-Platform provider and they win an end-user from another Carrier, it is necessary for the Recipient Company to send a LSR to the Frontier LCSC and to also send a LSR to the Donor Company. The LSRs are the vehicles that begin the transaction process initiating service with Frontier and initiating the disconnect, port and unlock with the Donor Company.

FOLLOWING COMPLETION OF THE DISCONNECT, the Donor Company must issue an "UNLOCK" function transaction record via the appropriate Frontier electronic interface system. The "UNLOCK" transaction unlocks the end-user's E 9-1-1 record and enables the Recipient Carrier to assume responsibility for the end-user's E-1-1 record, including any updates to the record.

Subsequent to the Unlock transaction, AND NOT BEFORE, the Recipient Carrier must issue a "Migrate" function transaction record via the appropriate Frontier electronic interface system. This migrate function transaction record will change the ownership of the TN record from the Donor Company to the Recipient Company, create a new ALI record, and will "Lock" the record to the Recipient company.

In the event that a porting-event is cancelled or postponed for any reason, it is the responsibility of both Carriers involved, to cancel "unlock" or "migrate"

transaction functions to the 9-1-1 records.

3.2.1.4 Number Portability Errors

If the Recipient Company receives notification indicating a Migrate has failed via a 763 error [migrate attempted on a locked TN] (There is a 72 hour aging process for unprocessed Migrate orders before a hard error is created) -- the Recipient Carrier must take the following steps:

- A) Internally confirm that the port activity completed by confirming they have received a Service Activation Report (SAR).
- B) Determine the order number porting the TN and the date the order completed; and
- C) Email the appropriate Frontier DBMC.

The carrier must not contact the DBMC until it has confirmed internally that the port has successfully completed. The Recipient Carrier may request a status of their Purchase Order Number from Frontier at 888-608-8023.

3.4 Adding new NPA/NXX Codes in Frontier

Where new NPA/NXX Codes are being established in Frontier, the following information must be sent by the Wholesale carrier to their Frontier Account Manager:

1. State
2. CARRIER Name/Contact Name
3. County
4. New Code Effective Date
5. NPA/NXX
6. Name/Location of Selective Router

Please use the form on the following page to add NPA/NXX information for Frontier states.

Requests should be e-mailed by the Frontier Account Manager for Frontier states to: NCA.DBMC.Requests@ftr.com

<<Please note the state where the activity will take place in the subject heading of the note.>>

Form for NPA/NXX additions in Frontier states:

Carriers, please respond to each of the numbered items and forward to your Frontier Wholesale Account Manager. The Account Manager will forward the completed form as directed below.

1. The state where NPA/NXX is located _____
2. The Carrier name _____
3. The Carrier Contact name _____
4. County _____
5. New code effective date _____
6. NPA/NXX _____
7. Name/location of selective router _____

Requests should be e-mailed by the Frontier Account Manager for Frontier states to: NCA.DBMC.Requests@ftr.com

<<Please note the state where the activity will take place in the subject heading of the note.>>

3.5 – Telephone Number (TN) or ALI Extract Reports

Carriers requesting TN/ALI Extract requests must send in the form on the following page to have Frontier process and deliver the request according to specified parameters. Frontier will process the request within 30 days. Carriers are permitted to request, at no charge, one (1) extract per carrier, per state in any calendar year. The requesting Carrier will pay \$500 for extract requests exceeding one (1) per carrier, per state, in any calendar year.

Telephone Number (TN) / ALI Extract Request Form

Carriers, please respond to each of the numbered items and forward to your Frontier Wholesale Account Manager. The Account Manager will forward the completed form as directed below.

- 1. Requested States:
- 2. Carrier name & 911 COID: _____
- 3. Carrier Contact name, email address: _____
- 4. New report(s) requested run date(s) : _____
- 5. NPA/NXX: _____
- 6. Name/CLLI of selective router: _____

Carriers are permitted to request, at no charge, one (1) extract per carrier, per state in any calendar year. By signing below, carrier agrees to pay \$500 per state requested upon receipt of billing statement from Frontier for extract requests exceeding one (1) per carrier, per state, in any calendar year:

Signed Name _____
 Printed Name _____
 Date submitted _____

Contact name and address that should receive billing:

Frontier Account Manager will e-mail carrier requests to System administration at: NCA.DBMC.Requests@ftr.com

<<Please note the state(s) where the activity will take place in the subject heading of the note.>>

4.0 Glossary of Acronyms

Key Term/Acronym	Definition
ALI	Automatic Location Identification
ANI	Automatic Number Identification
ASR	Access Service Request
CLEC	Competitive Local Exchange Carrier
CLLI	Common Language Location Identifier
DBMC	Database Management Center
DCS	Digital Cross Connect
ELIN	
ERL	
ESN	Emergency Service Number
FGD	Feature Group D
ITC	Independent Telephone Company
LNP	Local Number Portability
LSR	Local Service Request
MSAG	Master Street Address Guide
NENA	National Emergency Number Association
NMC	National Market Center
NPA	Numbering Plan Area (Area codes)
PON	Purchase Order Number
PS/ALI	Private Switch/Automatic Location Identification
PSAP	Public Safety Answering Point
SS7	Signaling System 7
TN	Telephone Number

E 9-1-1 Activation Process

5.0 Frontier – 9-1-1 Selective Router Listings

- These listings are periodically updated, please check this site frequently or contact the 9-1-1 Specialist for up to date information.
 - CML S/Rs will be retired by the end of 2017 and rehomed to DMS/5ESS switch-based routers are in progress as noted. Contact the assigned 9-1-1 Specialist for current status.

Arizona Selective Routers

Primary Router				Paired			
Location	Type	CLLI Code	Point Code	Location	Type	CLLI Code	Point Code
Show Low	DMS	SHLWAZXC1ED	218-210-002				
Kingman	CML *	KGMNAZXC0ED	N/A				

*Note : CML router will be retired by end of 2017. Pending network planning to migrate to statewide NG ESInet in 2018.

California State Selective Routers

Pr				Paired Router			
Location	Type	CLLI Code	Point Code	Location	Type	CLLI Code	Point Code
Palm Springs *		PLSPCAXG		N/A			
Marysville *		MYVICA01		N/A			
Eureka *		EURKCA01		N/A			
Sacramento *		SCRMCA01CT9		N/A			
Chico *		CHICCA01CT9		N/A			
Modesto *		MDSTCA02		N/A			

- Foreign Selective Routers

Connecticut State Selective Routers

Primary				Paired			
Location	Type	CLLI Code	Point Code	Location	Type	CLLI Code	Point Code
New Britton		NWBRCT009IT		Norwalk		NRWLCT029IT	
Norwalk		NRWLCT029IT		New Britton		NWBRCT009IT	

- Note: the state is migrating to ATT NG9-1-1 system in 2017-2018. Contact the 9-1-1 Specialist for PSAP migration status.

Florida State Selective Routers

Primary				Paired			
Location	Type	CLLI Code	Point Code	Location	Type	CLLI Code	Point Code
Tampa		TAMPFLXA2ED		University		UNVRFLA3ED	

Illinois Selective Routers

Primary				Paired			
Location	Type	CLLI Code	Point Code	Location	Type	CLLI Code	Point Code
Bloomington	DMS	BLTNILXN1ED	202-111-004	N/A			
Carbondale	DMS	CRDLILXE3ED	202-115-196	N/A			
Casey	DMS	CASYILXC1ED	202-106-011	N/A			
DeKalb	DMS	DKLBILXA4ED	202-109-001	N/A			
Macomb	CML*	MCMBILXD1ED	N/A	N/A			
Mascoutah	CML*	MSCTILXE1ED	N/A	N/A			

* CML S/R will be retired by the end of 2017.. CLLIcode changes will be noted in this guide.

Indiana Selective Routers

(when CML routers in use, use TCICs below 4000 on orders)

Primary				Paired			
Location	Type	CLLI Code	Point Code	Location	Type	CLLI Code	Point Code
Elkhart	CML *	EKHTINXA1ED	N/A	N/A			
Ft. Wayne	DMS	FTWYINXA3ED	240-115-152	N/A			
Greencastle	CML*	GNCSINXA2ED	N/A	N/A			
Jasper	DMS	JSPRINXA3ED	240-113-001	N/A			
Lafayette	CML*	LFYTINXA1ED	N/A	N/A			
Logansport	CML*	LGPTINXA1ED	N/A	N/A			
Portage	DMS	PRTGINXB1ED	240-116-007	N/A			
Richmond	DMS	RCMDINXB3ED	240-118-005	N/A			
Seymour	DMS	SYMRINXA5ED	240-123-001	N/A			
Wabash	CML*	WSHINXA1ED	N/A	N/A			

- CML S/R being retired end of 2017; rehome to new Lafayette DMS (New) planned for 2017.

E 9-1-1 Activation Process

Michigan Selective Routers

(when CML routers in use, use TCICs below 4000 on orders)

Primary				Paired			
Location	Type	CLLI Code	Point Code	Location	Type	CLLI Code	Point Code
Adrian	CML*	ADRNMIXG2ED	N/A	N/A			
Alma	DMS	ALMAMIXG5ED	240-115-053	N/A			
Bellaire	CML*	BLLRMIXG2ED	N/A	N/A			
Muskegon	5ESS	MSKGMIXK5ED	202-122-013	N/A			

- CML Routers will be retired by the end of 2017; Rehome in Progress to be completed by end of 2016..

Minnesota State Selective Routers

Primary				Paired			
Location	Type	CLLI Code	Point Code	Location	Type	CLLI Code	Point Code
N/A *							

- IES / CenturyLink are the 9-1-1 SSP's in the state of Minnesota.

Nevada State Selective Routers

Primary				Paired			
Location	Type	CLLI Code	Point	Location	Type	CLLI Code	Point Code
Reno (Foreign)		RENONV02CT9(FOREIGN)					

New Mexico State Selective Router

Primary				Paired			
Location	Type	CLLI Code	Point Code	Location	Type	CLLI Code	Point Code
N/A							

New York State Selective Routers

Primary Router				Paired			
Location	Type	CLLI Code	Point Code	Location	Type	CLLI Code	Point Code
Albany		ALBYNYSS5GT					
Gloversville	DMS	GLVVNYXA01T	218-101-001				
Monroe		MONRNYXA03T					
Norwich	DMS	NRWCNYXA03T	218-103-001				
Rochester (Plymouth)	5ESS	ROCHNYXA08T	233-254-240				
Rochester (Field St.)	5ESS		233-254-249				

E 9-1-1 Activation Process

North Carolina Selective Routers

Primary				Paired			
Location	Type	CLLI Code	Point Code	Location	Type	CLLI Code	Point Code
Durham	DMS	DRHMNCXM1ED	240 133 084	N/A			
Sylva	DMS	SYLVNCXA1ED	240 135 002	N/A			

Ohio Selective Routers

(when CML routers in use, use TCICs below 4000 on orders)

Primary				Paired			
Location	Type	CLLI Code	Point Code	Location	Type	CLLI Code	Point Code
Marion	5ESS	MARNOHXC5ED	202-162-024	N/A			
Montrose	5ESS	MTRSOHXA1ED	202-162-023	N/A			

South Carolina Selective Routers

(when CML routers in use, use TCICs below 4000 on orders)

Primary Router				Paired			
Location	Type	CLLI Code	Point Code	Location	Type	CLLI Code	Point Code
Myrtle Beach	DMS	MYBHSCAF1ED	240-137-008	N/A			
Simpsonville	DMS	SSVLSCXA1ED	240-138-001	N/A			

Tennessee State 9-1-1 Selective Routers

Primary				Paired			
Location	Type	CLLI Code	Point Code	Location	Type	CLLI Code	Point Code
Knoxville		KNVLTNMARLI					

Utah State 9-1-1 Selective Routers

Primary				Paired			
Location	Type	CLLI Code	Point Code	Location	Type	CLLI Code	Point Code
CDCYUTMA *							

- Foreign S/R (CenturyLink)

E 9-1-1 Activation Process

West Virginia Paired 9-1-1 Selective Routers

Primary				Paired Router			
Location	Type	CLLI Code	Point Code	Location	Type	CLLI Code	Point Code
Charleston	DMS	CHTNWVLE1ED	202-213-009	Dunbar	DMS	DUNBWVDN1ED	202-213-010
Clarksburg	DMS	CLBGWVMA1ED	202-212-006	Wheeling	DMS	WLNGWVCP1ED	202-212-016
Clarksburg				Keyser	DMS	KYSRWVMR1ED	202-203-008

Wisconsin Selective Routers

(when CML routers in use, use TCICs below 4000 on orders)

Primary				Paired			
Location	Type	CLLI Code	Point Code	Location	Type	CLLI Code	Point Code
Sun Prairie	DMS	SNPRWIXA1ED	240-224-001	N/A			
Wausau	DMS	WAUSWIXB1ED	240-222-002	N/A			

6.0 Jurisdiction to 9-1-1 Selective Router Cross Reference

The following tables provide a cross-reference for areas served by Frontier and are periodically updated. Please contact the 9-1-1 Specialist for current status.

Arizona - carriers should direct trunk their end users in Frontier rate centers to the PSAP serving those rates centers. They still must be set up to exchange the end user records with Frontier 911 database centers as per instructions in Electronic Interface Guide.

California PSAP to 9-1-1 Selective Router Cross Reference [Pending update]	
Rate Center	Selective Router
Palo Verde	Palm Springs

Note: Re Table Updates

Illinois PSAP to 9-1-1 Selective Router Cross Reference [Note See New Table]	
Jurisdiction	Selective Router
Boone Co	De Kalb
Bureau Co	Bloomington
Clark Co	Casey
Clay County	Casey
Crawford Co	Casey
Cumberland Co	Casey
Dekalb Co	De Kalb
Dewitt Co	Bloomington
Douglas Co	Casey
Edgar Co	Casey
Ford Co.	Bloomington
Franklin Co	Carbondale
Gallatin Co	Carbondale
Hancock Co	Macomb
Jackson Co	Carbondale
Jasper Co	Casey
Johnson Co	Carbondale
Lawrence Co	Casey
Livingston Co	Bloomington
Logan Co	Bloomington
Macoupin Co	Bloomington
Marion (city)	Carbondale

E 9-1-1 Activation Process

Massac Co	Carbondale
McDonough Co	Macomb
McLean Co	Bloomington
Mendota (city)	Bloomington
Mercer Co	Macomb
Monroe Co	Mascoutah
Morgan Co	Bloomington
Ogle Co	De Kalb
Perry Co	Carbondale
Piatt Co	Bloomington
Pike Co	Bloomington
Pulaski Co	Carbondale
Putnam Co	Bloomington
Randolph Co	Carbondale
Richland Co	Casey
Saline Co	Carbondale
Scott Co	Bloomington
Stark Co	Bloomington
Stephenson Co	De Kalb
Streater (city)	Bloomington
Union Co	Carbondale
Warren Co	Macomb
Wabash Co	Casey
Washington Co	Mascoutah
White Co	Casey
Williamson Co	Carbondale
Woodford Co	Bloomington

Jurisdiction	9-1-1 Services Provider	FTR Selective Router
Adams County	AT&T	
Alexander County	NG911 Inc.	
Bond County	AT&T	
BOONE COUNTY	FTR	DKLB IL XA 4ED
Brown County	Pre-Basic	BLTN IL XN 1ED
BUREAU COUNTY	FTR	BLTN IL XN 1ED
Calhoun County	Pre-Basic	BLTN IL XN 1ED
Carroll County	CenturyLink	
Cass County	AT&T	
CHAMPAIGN COUNTY	AT&T	
Christian County	ICTC	
City Based Systems in NE IL	AT&T	
City of LaSalle	AT&T	
City of Marion	NG911 Inc.	
City of Mendota	FTR	BLTN IL XN 1ED
City of Oglesby	AT&T	
City of Peru	AT&T	
City of Streater	FTR	BLTN IL XN 1ED
City of Utica	AT&T	

E 9-1-1 Activation Process

Jurisdiction	9-1-1 Services Provider	FTR Selective Router
CLARK COUNTY	FTR	CASY IL XC 1ED
Clay County	NG911 Inc.	
Clinton County	AT&T	
Coles County	ICTC	
Cook County	AT&T	
Crawford County	FTR	CASY IL XC 1ED
Cumberland County	FTR	CASY IL XC 1ED
DEKALB COUNTY	FTR	DKLB IL XA 4ED
DEWITT COUNTY	FTR	BLTN IL XN 1ED
Douglas County	FTR	CASY IL XC 1ED
DuPage County	AT&T	
EDGAR COUNTY	FTR	CASY IL XC 1ED
Edwards County	FTR	CASY IL XC 1ED
Effingham County	ICTC	
Fayette County	Pre-Basic	
FORD COUNTY	FTR	BLTN IL XN 1ED
FRANKLIN COUNTY	FTR	CRDL IL XE 3ED
Fulton County	AT&T	
Gallatin County	NG911 Inc.	
Greene County E911	Pre-Basic	
Grundy County	AT&T	
Hamilton County	FTR	
Hancock County	FTR	BLTN IL XN 1ED
Hardin Co	Pre-Basic	
Henderson County	Pre-Basic	
Henry County	Geneseo Tel	
Iroquois County	AT&T	
JACKSON COUNTY	NG911 Inc.	
Jasper County	FTR	CASY IL XC 1ED
Jefferson County	AT&T	
Jersey County	AT&T	
Jo Daviess County	AT&T	
Johnson County	NG911 Inc.	
Kane County	AT&T	
Kankakee County	AT&T	
Kendall County	AT&T	
Knox County	CenturyLink	
Lake County	AT&T	
Lasalle County	FTR	BLTN IL XN 1ED
Lawrence County	FTR	CASY IL XC 1ED
Lee County	CenturyLink	
LIVINGSTON COUNTY	FTR	BLTN IL XN 1ED
Logan County	FTR	BLTN IL XN 1ED
Macon County	AT&T	
MACOUPIN COUNTY	FTR	BLTN IL XN 1ED
Madison County	AT&T	
Marion County	AT&T	
Marshall County	CenturyLink	
Mason County	CenturyLink	
Massac County	FTR	CRDL IL XE 3ED
MCDONOUGH COUNTY	FTR	BLTN IL XN 1ED
Mchenry County	AT&T	
Mclean County	FTR	BLTN IL XN 1ED
Menard County	AT&T	
Mercer County	AT&T	
Monroe County	FTR	CRDL IL XE 3ED
Montgomery County	ICTC	
Morgan County	FTR	BLTN IL XN 1ED
Moultrie County	Pre-Basic	
OGLE COUNTY	FTR	DKLB IL XA 4ED
Peoria County	AT&T	

E 9-1-1 Activation Process

Jurisdiction	9-1-1 Services Provider	FTR Selective Router
Perry County	NG911 Inc.	
PIATT COUNTY	FTR	BLTN IL XN 1ED
PIKE COUNTY	FTR	BLTN IL XN 1ED
Pope County	Pre-Basic	
Pulaski County	NG911 Inc.	
Putnam County	FTR	BLTN IL XN 1ED
RANDOLPH COUNTY	FTR	CRDL IL XE 3ED
RICHLAND COUNTY	NG911 Inc.	
Rock Island County	AT&T	
SALINE COUNTY	NG911 Inc.	
Sangamon County	AT&T	
Schuyler County	Pre-Basic	BLTN IL XN 1ED
Scott County	FTR	BLTN IL XN 1ED
Shelby County	Pre-Basic	
St Clair County	AT&T	
Stark County	Pre-Basic	
STEPHENSON COUNTY	FTR	DKLB IL XA 4ED
TAZEWELL COUNTY	CenturyLink	
UNION COUNTY	NG911 Inc.	
Vermillion County	AT&T	
Wabash County	NG911 Inc.	
Warren County	FTR	BLTN IL XN 1ED
Washington County	FTR	CRDL IL XE 3ED
Wayne County	FTR	CASY IL XC 1ED
WHITE COUNTY	NG911 Inc.	
Whiteside County	AT&T	
Will County	AT&T	
WILLIAMSON COUNTY	NG911 Inc.	
WINNEBAGO COUNTY	AT&T	
WOODFORD COUNTY	FTR	BLTN IL XN 1ED

Indiana PSAP to 9-1-1 Selective Router Cross Reference [See New Table]	
Jurisdiction	Selective Router
Allen Co	Ft. Wayne
Cass Co	Logansport
Clay Co	Terre Haute
Crawford Co	Jasper
Dekalb Co	Ft. Wayne
Dubois Co	Jasper
Elkhart (city)	Elkhart
Elkhart Co	Elkhart
Fort Wayne (city)	Ft. Wayne
Gibson Co	Jasper
Jackson Co	Seymour
Jefferson Co	Seymour
Jennings Co	Seymour
LaPorte Co	Portage
Orange Co	Jasper
Pike Co	Jasper
Porter Co	Portage
Putnam Co	Greencas
Randolph Co	Richmon
Ripley Co	Seymour
Sullivan Co	Terre
Vigo Co	Terre

E 9-1-1 Activation Process

JURISDICTION	9-1-1 SELECTIVE ROUTER CLLI	9-1-1 SELECTIVE ROUTER COMMON NAME
Allen County IIN Consolidated Comm.	FTWYINXA3ED	Ft Wayne DMS100
Allen County IN Public Safety Academy EOC	FTWYINXA3ED	Ft Wayne DMS100
Allen County IN Three Rivers Ambulance	FTWYINXA3ED	Ft Wayne DMS100
Allen County IN New Haven PD	FTWYINXA3ED	Ft Wayne DMS100
Cass County IN	LGPTINXA1ED	Logansport CML *
Clay County IN	JSPRINXA3ED	Jasper DMS100
Crawford County IN	JSPRINXA3ED	Jasper DMS100
Decatur County IN	SYMRINXA5ED	Seymour DMS100
Dekalb County IN	SYMRINXA5ED	Seymour DMS100
Dubois County IN	JSPRINXA3ED	Jasper DMS100
Dubois County IN Jasper PD	JSPRINXA3ED	Jasper DMS100
Elkhart CITY IN	PRTGINXB1ED	Portage N DMS100
Elkhart COUNTY IN	PRTGINXB1ED	Portage N DMS100
Fayette County IN	RCMDINXB1ED	Richmond DMS100
Franklin County IN	RCMDINXB1ED	Richmond DMS100
Gibson County IN	JSPRINXA3ED	Jasper DMS100
Harrison County IN	JSPRINXA3ED	Jasper DMS100
Jackson County IN Seymour PD	SYMRINXA5ED	Seymour DMS100
Jackson County Sheriff IN	SYMRINXA5ED	Seymour DMS100
Jefferson County IN	SYMRINXA5ED	Seymour DMS100
Jennings County IN	SYMRINXA5ED	Seymour DMS100
Laporte County IN	PRTGINXB1ED	Portage N DMS100
Martin County IN	JSPRINXA3ED	Jasper DMS100
Noble County IN	FTWYINXA3ED	Ft Wayne DMS100
Orange County IN	JSPRINXA3ED	Jasper DMS100
Parke County IN	JSPRINXA3ED	Jasper DMS100
Pike County IN	JSPRINXA3ED	Jasper DMS100
Porter County IN	PRTGINXB1ED	Portage N DMS100
Porter County IN Valparaiso IT	PRTGINXB1ED	Portage N DMS100
Putnam County IN	GNCSINXADS0	Greencastle CML *
Randolph County IN	RCMDINXB1ED	Richmond DMS100
Ripley County IN	SYMRINXA5ED	Seymour DMS100
Ripley County IN Batesville PD	SYMRINXA5ED	Seymour DMS100
Rush County IN	RCMDINXB1ED	Seymour DMS100
Scott County IN	SYMRINXA5ED	Seymour DMS100
Steuben County IN	FTWYINXA3ED	Ft Wayne DMS100
Sullivan County IN	JSPRINXA3ED	Jasper DMS100
Tippecanoe County IN Lafayette PD	LFYTINXA1ED	Lafayette CML *
Tippecanoe County IN Lafayette PD	LFYTINXA1ED	Lafayette CML *
Tippecanoe County IN Purdue U	LFYTINXA1ED	Lafayette CML *
Union County IN	RCMDINXB1ED	Richmond DMS100
Vigo County IN	JSPRINXA3ED	Jasper DMS100
Wabash County IN	FTWYINXA3ED	Ft Wayne DMS100
Washington County IN	SYMRINXA5ED	Seymour DMS100
Wayne County IN	RCMDINXB1ED	Richmond DMS100
Wells County IN	FTWYINXA3ED	Ft Wayne DMS100
Whitley County IN	FTWYINXA3ED	Ft Wayne DMS100

Michigan PSAP to 9-1-1 Selective Router Cross Reference	
Jurisdiction	Selective Router
Alcona County	Alma
Alpena County	Alma
Antrim County	Bellaire
Branch County	Muskegon
Cass County	Muskegon
Clinton County	Alma
Crawford County	Alma
Gratiot County	Alma
Isabella County	Alma
Lenawee County	Adrian
Mason/Oceana Counties	Muskegon
Montcalm County	Alma
Montmorency County	Alma
Muskegon County	Muskegon
Newago County	Muskegon
Oscoda County	Alma
Otsego County	Alma
Presque Isle County	Alma
Roscommon County	Alma
Shiawasee County	Alma
St. Joseph County	Muskegon
Van Buren County	Muskegon

NEVADA – same as Arizona - carriers should direct trunk their end users in Frontier rate centers to the PSAP serving those rates centers. They still must be set up to exchange the end user records with Frontier 911 database centers as per instructions in Electronic Interface Guide.

North Carolina PSAP to 9-1-1 Selective Router Cross Reference	
Jurisdiction	Selective Router
Cherokee County	Sylva
Cherokee Tribunal	Sylva
Clay County	Sylva
Durham City/Co.	Durham
Graham County	Sylva
Jackson County	Sylva
Macon County	Sylva
Madison County	Sylva
McDowell County	Sylva
Mitchell County	Sylva
Swain County	Sylva
Union County	Durham
Yancey County	Sylva

Ohio PSAP to 9-1-1 Selective Router Cross Reference	
Jurisdiction	Selective Router
Adams Co	Marion
Ashalnd (city)	Marion
Ashalnd Co	Marion
Athens	Montrose
Athens Co	Montrose
Bellevue (city)	Marion
Belmont	Marion
Bowling Green (city)	Marion
Brunswick City Police	Montrose
Brown Co	Marion
Bryan (city)	Marion
Cambridge (City)	Marion
Carroll Co.	Marion
Carrollton PD	Marion
Circleville PD	Montrose
Clinton Co	Marion
Columbiana	Montrose
Coshocton	Montrose
Delaware Co.	Marion
Dover	Marion
Fairfield	Montrose
Delaware (City)	Marion
Delaware (County)	Marion
Fostoria (city)	Marion
Gallia	Montrose
Gallipolis (city)	Montrose
Georgetown (city)	Marion
Guernsey (County)	Marion
Harrison	Marion
Harrison	Marion
Hinckley PD – Medina Co.	Montrose
Hocking	Montrose
Hocking Co	Montrose
Huron Co	Marion
Jackson (city)	Montrose
Jackson (County)	Montrose
Jefferson	Marion
Logan (city)	Montrose
Loudenville (city)	Marion

E 9-1-1 Activation Process

Marion (city)	Marion
Marion Co	Marion
Medina (City)	Montrose
Medina Co	Montrose
Meigs	Montrose
Mercer Co	Marion
Monroe	Marion
Morgan	Montrose
Morgan	Montrose
Muskingum	Marion
New Boston (city)	Montrose
New Philadelphia (city)	Montrose
Noble	Marion
Norwalk (city)	Marion
Oak Harbor (city)	Marion
Ottawa Co	Marion
Oxford (City)	Marion
Perry	Montrose
Perrysburg (city)	Marion
Pickaway	Montrose
Pike (County)	Montrose
Port Clinton (City)	Marion
Ross	Montrose
Scioto (County)	Montrose
Stark	Montrose
Tuscarawas	Montrose
Vinton	Montrose
Wadsworth (city)	Montrose
Wallbridge (city)	Marion
Washington	Marion
Waverly (city)	Montrose
Wayne	Montrose
Wellston (city)	Montrose
West Union (city)	Marion
Willard (city)	Marion
Williams Co	Marion
Wilmington (city)	Marion
Wood Co	Marion

South Carolina PSAP to 9-1-1 Selective Router Cross Reference	
Jurisdiction	Selective Router
Clarendon County	Myrtle Beach
Georgetown County	Myrtle Beach
Fairfield County	Simpsonville
Horry County	Myrtle Beach
Laurens County	Simpsonville
Lee County	Myrtle Beach
McCormick County	Simpsonville
Sumter County	Myrtle Beach
Williamsburg County	Myrtle Beach

West Virginia PSAP to 9-1-1 Selective Router Cross Reference		
Jurisdiction	Selective Router A	Selective Router B
Barbour County	Clarksburg	Wheeling
Berkeley County	Keyser	Clarksburg
Boone County	Charleston	Dunbar
Braxton County	Clarksburg	Wheeling
Brooke County	Clarksburg	Wheeling
Cabell County	Charleston	Dunbar
Calhoun County	Charleston	Dunbar
Fayette County	Charleston	Dunbar
Grant County	Clarksburg	Wheeling
Greenbrier County	Charleston	Dunbar
Hampshire County	Clarksburg	Wheeling
Hancock County	Clarksburg	Wheeling
Harrison County/Taylor County	Clarksburg	Wheeling
Jackson County	Charleston	Dunbar
Jefferson County	Keyser	Clarksburg
Kanawha County	Charleston	Dunbar
Lewis County/Gilmore County	Charleston	Dunbar
Lincoln County	Charleston	Dunbar
Logan County	Charleston	Dunbar
Marion County	Clarksburg	Wheeling
Marshall County	Clarksburg	Wheeling
Mason County	Charleston	Dunbar
McDowell County	Charleston	Dunbar
Mineral County	Keyser	Clarksburg
Mingo County	Charleston	Dunbar
Monongalia County	Clarksburg	Wheeling
Monroe County	Charleston	Dunbar
Morgan County	Keyser	Clarksburg
Nicholas County	Charleston	Dunbar
Ohio County	Clarksburg	Wheeling
Pendleton County	Clarksburg	Wheeling
Pleasants County	Charleston	Dunbar
Pocahontas County	Charleston	Dunbar
Preston County	Clarksburg	Wheeling
Putnam County	Charleston	Dunbar
Raleigh County	Charleston	Dunbar
Randolph County	Clarksburg	Wheeling
Ritchie County/Doddridge County	Clarksburg	Wheeling
Roane County	Charleston	Dunbar
Summers County	Charleston	Dunbar

E 9-1-1 Activation Process

Tucker County	Clarksburg	Wheeling
Tyler County	Clarksburg	Wheeling
Upshur County	Clarksburg	Wheeling
Wayne County	Charleston	Dunbar
Webster County	Clarksburg	Wheeling
Wetzel County	Clarksburg	Wheeling
Wood/Wirt County (Includes City of Parkersburg)	Charleston	Dunbar
Wyoming County	Charleston	Dunbar

Wisconsin State PSAP to 9-1-1 Selective Router Cross Reference	
Jurisdiction	Selective Router
Adams County	Sun Prairie
Calumet County	Sun Prairie
REMOVE Clark County	Wausau
Columbia County	Sun Prairie
Crawford County	Sun Prairie
Dodgeville (city)	Sun Prairie
REMOVE Grant County	Sun Prairie
Iowa County	Sun Prairie
Juneau County	Sun Prairie
Lafayette County	Sun Prairie
Langlade County	Wausau
Lincoln County	Wausau
Marathon County	Wausau
Marquette County	Sun Prairie
Oneida County	Wausau
Price County	Wausau
Richland County	Sun Prairie
REMOVE Saul County	Sun Prairie
REMOVE Shawano County	Wausau
Vilas County	Wausau
Wausau (city)	Wausau
REMOVE Waushara County	Sun Prairie
REMOVE Wood County	Wausau

DISCLAIMER: THIS DOCUMENTATION IS FOR INFORMATIONAL PURPOSES ONLY AND DOES NOT OBLIGATE FRONTIER TO PROVIDE SERVICES IN THE MANNER DESCRIBED IN THIS DOCUMENT. FRONTIER RESERVES THE RIGHT AS ITS SOLE OPTION TO MODIFY OR REVISE THE INFORMATION IN THIS DOCUMENT AT ANY TIME WITHOUT PRIOR NOTICE. IN NO EVENT SHALL FRONTIER OR ITS AGENTS, EMPLOYEES, DIRECTORS, OFFICERS, REPRESENTATIVES OR SUPPLIERS BE LIABLE UNDER CONTRACT, WARRANTY, TORT (INCLUDING BUT NOT LIMITED TO NEGLIGENCE OF FRONTIER), OR ANY OTHER LEGAL THEORY, FOR ANY DAMAGES ARISING FROM OR RELATING TO THIS DOCUMENT OR ITS CONTENTS, EVEN IF ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.