

## **911 Call Trace, Busy Line Interrupt, Address Verification:**

With the proliferation of new telephone companies offering service in the metro area, knowing who to contact at the serving telephone company becomes critical for the Public Safety Answering Points (PSAPs). Efficient and qualified telephone company response for repair, 911 call trace, busy line verify & interrupt and address verification is essential.

In order for the PSAPs to obtain telephone company subscriber record information and assistance for certain public safety events, the Metropolitan Emergency Services Board maintains and distributes a reference document containing each service provider's 24 X 7 contact telephone numbers for the above referenced activities.

## **24x7 Emergency Contact Number – What Does the 911 Call Taker Need?**

- **“Busy Line Interrupt”** - This is a request for the telephone company to check a busy line to see why the 9-1-1 dispatcher is getting a busy signal when they try to call it. Usually the dispatcher will ask the telephone company operator or technician if there is voice traffic on the line. (“Does it sound like the line is open – but unattended; such as background noise, but no one responds?” “Is there static or some other indication that the line is malfunctioning?”)
  - *Why? This usually happens when a dispatcher receives a 9-1-1 hang up call and keeps getting a busy signal when they try to call back to the number they received on their ALI screen. They are trying to determine if an actual emergency situation exists or not and want to know what the telephone company operator or technician can hear on the line. If the operator reports hearing voices, the dispatcher may ask the operator to interrupt the call so the dispatcher can speak directly with the person on the line where the original 9-1-1 call came from.*
- **Verify Customer Records** - This is a request for the telephone company to provide or verify the customer address records associated with a telephone number from which a 9-1-1 call has been made. This usually happens when a 9-1-1 call is received without Automatic Location Information (ALI).
  - *Why? The 9-1-1 dispatcher has received a 9-1-1 call and knows the telephone number from which the call came, but did not receive the location information associated with that number. They need to find out where to send help to or are trying to make sure they are sending responders to the right location.*
- **Trace a Call** - This is a request for the telephone company to provide the location of a call in progress. This is normally an urgent situation that would require an immediate response, but the 9-1-1 dispatcher can't determine where to send the responders. The dispatcher is trying to identify a location, not an individual.

- *Why? This is usually an in-progress emergency where the authorities know where a call is being received and need to find out where the call is originating. This should not be confused with the “Trap and Trace” procedure that is used for harassing or obscene phone calls. If the dispatcher calls and needs a call traced, it will be for an in-progress emergency.*

Accuracy of the 24x7 number provided by service providers is critical. It must be the correct number that 911 goes to for the service needed. If the number changes, it is incumbent on the service provider to notify the Metropolitan Emergency Services Board of the change so that metro area public safety can, in turn, be notified. The Metropolitan Emergency Services Board will coordinate the notification to the PSAPs for the Company. The numbers will be tested periodically by PSAP or Metropolitan Emergency Services Board staff.

The local service provider employees who answer the published 24 X 7 telephone numbers need to understand that quick and efficient response is expected when a public safety agency calls for help. The employee answering the 24 X 7 number does not have to actually perform all of the required tasks, but needs to understand the request and refer or transfer the PSAP to the appropriate location for completion of the request. Methods and procedures should be developed by the Company to address this issue. Training of Company personnel on the types of requests they may receive from 911 and how to handle those requests is required.

If the telephone number is not answered 24 hours a day, 7 days a week, and if a voice mail system answers the number, it is important that the up-front message clearly informs the 911 dispatcher that they have reached your telephone company and what the appropriate help number is.

The following (sample) call scenarios can be used for training within your company to ensure your employees will be familiar with the type of situations that could be occurring when 911 personnel call your company.

1. A 911 Dispatcher has a suicidal party who has called the 10 digit administrative telephone number at the PSAP - rather than 911 - and they refuse to tell the 911 dispatcher the address from where they are calling or their telephone number. During such a crisis another 911 dispatcher will try to identify the serving telephone company and call that telephone company and request a call trace.
2. A 911 dispatcher needs an address based on a telephone number. The situations may vary but the need for an address in each unique situation would be evident. For example: The 911 dispatch center receives information from a relative or a crisis line that informs the 911 dispatcher that someone at a given phone number needs immediate emergency help. The caller has the telephone number where the crisis is occurring but they do not know the address. A 911 dispatcher will determine, by use of the NXX to Service Provider Table, to which telephone

company the prefix belongs. Your company may need to assist the dispatcher in obtaining critical location information for your subscriber.

3. A 911 dispatcher receives an abandoned 911 call. (The caller hung up before the dispatcher was able to speak with the caller but the telephone number and address displayed at the PSAP.) The dispatcher attempts to reach the caller and the line is busy. In this scenario the dispatcher will require the serving telephone company's assistance in order to verify if the line is occupied with conversation or not; and/or whether the telephone company needs to interrupt the conversation.

There may be other unique circumstances that would require swift response to a 911 dispatcher's call for assistance from your company. Time is of the essence in these emergency situations. Training your employees who answer the telephone numbers published in this 24x7 contact document is indispensable in meeting the expectations and needs of metro 911 dispatchers who serve the seven county area.

*(If you should have any questions pertaining to this document please call the Director of 911 Services at the Metropolitan Emergency Services Board offices at 651-643-8377.)*