

APPENDIX 4

BEST PRACTICE GUIDE FOR CPs ON NAME & ADDRESS INFORMATION

This set of guidelines has been developed through discussions with Ofcom to help ensure Communication Providers (CPs) achieve compliance with the General Conditions of Entitlement (GC 4.2). They provide reassurance for the Emergency Authorities on the efforts made to ensure that address information supplied to them by the CHA on each 999/112 call is as correct as practically possible.

1. The Communication Provider (CP) will be expected to ensure that the location information provided to the Call Handling Agent (CHA) is correct and up to date. The CP shall take steps to ensure that installation addresses are not confused with billing (or other) addresses related to the end user.
2. New location information and routine updates to location information should be notified to the CHA by the CP within one working day of the new, or changed, line termination arrangements being completed. With regard to ported lines, both the gaining and losing CPs need to comply with this recommendation to ensure the integrity of the data held by the CHA
3. The CP should ensure that addresses supplied are validated by reference to a recent (not older than 6 months) version of the Postcode Address File (PAF) and that it also conforms to the data structure required by the CHA.
4. The CP should ensure that the CHA is notified of newly activated, or re-assigned, number ranges before records of CLIs and addresses for those CLIs are sent to the CHA. Failure to do so will delay the loading of the data onto the CHA's database as the CHA carried out further data integrity checks
5. The CP should, at a minimum, conduct an annual audit to compare names and installation addresses held on the CP's own systems with the location information held on the CHA database. Ad hoc audits may be required in cases where the level of discrepancies for a CP begins to give cause for concern or where significant system changes have taken place.
6. The CHA will normally inform the CP of any discrepancies or missing data within one working day of these being identified by the CHA operator or within one working day of these being communicated to the CHA by an Emergency Authority (EA). Such discrepancies will be notified to a designated point of contact within the CP.
7. Once a CP has been notified of a discrepancy, the corrected information should be supplied to the CHA within two working days. If there has been no correction from the CP after five working days, the CHA will escalate the issue to its senior contact at the CP.
8. The CHA should keep records of discrepancies in location information supplied by CPs for at least 12 months to assist Ofcom to monitor compliance with GC 4.2.

9. The CP should provide a contact point for the CHA to be able to urgently verify names and addresses against the CP's own records for calls where an EA needs assistance. This contact point should be available 24 hours a day, 365 days a year.
10. If several CPs are involved in calls reaching the CHA, for example where a CP re-sells another CP's services, then all CPs concerned need to co-operate so that appropriate arrangements for the CLI and associated name and address records to be sent to the CHA are in place and that the above guidelines can be observed.
11. A CP who has exported a number should also transfer the ownership of the associated Emergency Services address record to the importing CP's CUPID. The CP who is now providing service to the end-user should also request to take ownership of the associated Emergency Services address record from the exporting CP's CUPID. These transactions should be placed at the end of the next working day after the number has been successfully exported.

Private Networks of Large Enterprises

- As a minimum, the address provided by CPs to CHAs should be the address of the point of access from private network to the PSTN. (Often the headquarters or largest site for the Enterprise.)
In such cases, the CP should apply an "uncertainty flag" to the address records for the relevant CLIs to alert emergency call handlers to confirm address information verbally with the end user (caller)
- Ensure the Enterprise Customer (Large Corporate customer) understands the limitations for emergency location information from all customer sites.
- CP to advise* the Customer of options** that may allow site-specific location information to be delivered for each access point within its Wide Area Network (WAN) to the 112/999 CHA operators.
- Where a CP has the facility to provide such an option, the CP shall recommend that its customer register and update the location information with it (with accompanying contractual terms). If CPs cannot rely on Enterprise Customer updating the CP, then address records should again be marked with uncertainty flag.

* Where known CP has a reasonable expectation, or has been informed by the Enterprise, that the service is to be accessed from several locations

** For example, any options recommended by the NICC