State of California – NENA i2/VoIP E9-1-1 Deployment
Typical i2 VoIP ALI Display (E-PAM from Format 04)

1. COMMUNITY NAME FIELD
   MSAG VALID BY AT&T & VERIZON
   (SOME MAY BE Abbreviated)
2. CALLBACK NUMBER
   House number: right justified 1-8
   House number suffix: right justified 10-12
3. ADDRESS NUMBER AND STREET NAME
   Street Name Prefix: left justified in 14-15
   Street Name: left justified in 17-32
4. MILITARY TIME & STATE
   P-ANI (ESQK)
   NPA-211-XXXX
   USED FOR i2/VoIP CALLS ROUTED BY A VPC
5. AT&T PSAPs SHOW LANDLINE ESNs
6. VERIZON PSAPs SHOW SPECIAL ADMIN VOIP ESNs
7. CLASS OF SERVICE
   “VOIP” for Fixed i2
   “WPH2” for Mobile i2
8. VoIP Service Provider name may be at end

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NENA ID of Voice Positioning Center (2)
PSAPs have VPC 24x7
toll free numbers

LINE 8: SUPPLEMENTAL LOCATION FIELD (20 spaces)
Used for MLTS multi-line telephone systems
or more detailed location information.
MIL-STD-12D can be used for abbreviations

CUSTOMER NAME FIELD
(If VoIP client, LAST NAME, FIRST NAME, MIDDLE INITIAL)
(If IP Relay, ‘COMPANY NAME’ TEXT RELAY CUSTOMER)
(If VRS Relay, ‘COMPANY NAME’ VIDEO RELAY CUSTOMER)

LATITUDE
(Left justified with no ‘+0’ leader): LONGITUDE (negative “-” in space 21)
UNCERTAINTY (in meters): CONFIDENCE (in percent)
Fields populated for mobile caller location, when there is no address using WPH2
Fields not populated for fixed location calls, when there is an address using VOIP

ELT/TELTTALE FIELDS WILL BE THE SAME AS LANDLINE PER ESN. (3)
If DB338 for the PSAP is not activated, then the following is populated:
LINE 11: “VOIP CALLER VERIFY LOCATION”
LINE 12: “VoIP POSITIONING CENTER NAME” 24X7 TEL #

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www.caloes.ca.gov/PSC/Pages/Services/911/VoIP.aspx

(1) Non-MSAG Valid addresses go to VPC Call Center for 10-digit routing and correction.
(2) NENA ID field will show VPC responsible for routing (TCS, TRDO/HBF, VIXXI/DASH/BAND, or TMOB)
(3) As of 2nd Q 2007, DB338 upgrade was made available to PSAPs by AT&T and VZN ALI providers to show telltales.