

**West Safety Communications Inc.**  
New York PSC No. 1- Telephone  
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INTRASTATE COMMUNICATIONS SERVICES

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**SECTION 5 – EMERGENCY SERVICES (CONT'D)**

**5.1 9-1-1 Emergency Services (Cont'd.)**

**5.1.3 9-1-1 ALI Services**

**A. MSAG Management**

West Safety provides a data management and administration tool that automates the viewing and communication of updates, insertions, and deletions to the MSAG database.

**B. MSAG Build Services**

West Safety acts as the facilitator with the addressing authority in the creation and maintenance of the MSAG utilizing recognized National Emergency Number Association (NENA) recommended standards.

**C. English Language Translation (ELT) Management**

ELT information provides the names of fire, EMS and police jurisdictions associated with each ESN so that it may be delivered with the ALI to the PSAPs at the time of the 9-1-1 call. The requests are validated for accuracy and either updated into the database, or referred back to the PSAP for resolution. Upon completion of the transaction, notification is provided to the Customer

**D. Subscriber Record Management**

Subscriber Record Management is the collection of service order records from Telephone Service Providers (TSPs), validation of those records against the MSAG, and storage of the records for the generation of the ALI database.

**E. ALI Database Updates**

After processing and validating subscriber record updates, West Safety posts ALI records for call routing and for retrieval and display by the PSAP during 9-1-1 calls.

**F. ANI/ALI Discrepancy Resolution**

An ANI/ALI discrepancy occurs when an ALI record delivered to a PSAP does not match the information of the caller. West Safety will investigate ANI/ALI discrepancy reports and refer each discrepancy to the respective TSP for resolution.

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