

Attachment 2

NENA

Master Glossary

Of

9-1-1 Terminology



NENA Master Glossary of 9-1-1 Terminology
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<i>Term</i>	<i>Definition</i>	<i>N)ew U)pdate</i>
<i>Automatic Location Identification (ALI) Customer Retrieval</i>	A process of counting ALI data base queries not duplicated within a twenty-four (24) hour time frame.	
<i>Automatic Location Identification (ALI) Data Base</i>	The set of ALI records residing on a computer system.	
<i>Automatic Location Identification (ALI) Discrepancy</i>	An ALI Discrepancy is defined as a record being retrieved from ALI during an actual E9-1-1 call with incorrect address. For example, the house number or directional is wrong for the caller.	
<i>Automatic Location Identification (ALI) Multiplexer</i>	A CPE component which performs the function of communicating with the ALI data base. An ALI Multiplexer typically works in conjunction with an ANI controller.	
<i>Automatic Location Identification (ALI) Operator</i>	Operates the Automatic Location Identification infrastructure used to provide caller information associated with a pANI offered in a query from a PSAP.	
<i>Automatic Location Identification (ALI) Queries</i>	The act of querying/retrieving the automatic display at the PSAP of the address/location of the telephone and supplementary emergency service information related to the caller's telephone number.	
<i>Automatic Location Identification (ALI) Retrieval</i>	The process of querying the 9-1-1 data base for ALI records.	
<i>Automatic Number Identification (ANI)</i>	Telephone number associated with the access line from which a call originates.	
<i>Automatic Number Identification (ANI) Controller</i>	A stand-alone CPE component which provides the ANI decoding and function key control for 9-1-1 service.	
<i>Automatic Number Identification Information Digits (ANI II Digits)</i>	Digits in the Enhanced MF Signaling protocol that indicate to the PSAP CPE ANI display device whether the display should remain steady or flash, or if the call is a test call.	
<i>Automatic Vehicle Location (AVL)</i>	A means for determining the geographic location of a vehicle and transmitting this information to a point where it can be used.	
<i>Average Busy Hour</i>	The 1-hour period during the week statistically shown over time to be the hour in which the most telephone calls are received.	