



# ESQK User Guide

Revision 1.0

October 30, 2006



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# 1 Introduction

## 1.1 Purpose

This document provides instructions to assist users navigating the ESQK web-based system.

## 1.2 ESQK Overview

The ESQK web-based system allows entities the ability to request assignment of ESQKs and view previously submitted requests on file. It also allows users the ability to view currently available ESQKs as well as ESQKs that are currently in use.

## 1.3 Content Summary

This document will guide users as they accomplish the following tasks:

- Register as an ESQK user
- Request ESQKs
- View ESQK Requests
- View "Available" and "In-use" ESQKs

## 1.4 Related Documents

The procedures provided in this document are in conformance with the *pANI Interim Assignment Guidelines for ESQK* and the *FCC letter dated September 8, 2006*, appointing the NeuStar, Pooling Administrator as the Interim Routing Number Authority (Interim RNA).

## 1.5 Conventions

This document presents the text that appears on the ESQK web pages (e.g., field labels or button text) in **Arial bold**.

## 1.6 Problem Reporting

To report a problem, contact the ESQK Help Desk at **1-888-415-5234** or send an email to [esqksupport@neustar.biz](mailto:esqksupport@neustar.biz).

## 2 Registration

### 2.1 Task Overview

By registering in the ESQK system, users will have access to request ESQKs. All entities who wish to submit requests for ESQKs must be registered prior to submission of an ESQK request.

### 2.2 Required Information

To complete the registration process, the following information will be needed:

- Contact information (name, address, telephone number, and e-mail address)
- Company legal name
- DBA (Doing Business As) names
- NENA ID
- Operating Company Number (s) (OCN (s))

### 2.3 Preparations

None

### 2.4 Procedure

The following procedure describes how to register as an ESQK user:

1. Use an Internet browser to access the [www.esqk.com](http://www.esqk.com) website (shown in Figure 2-1).

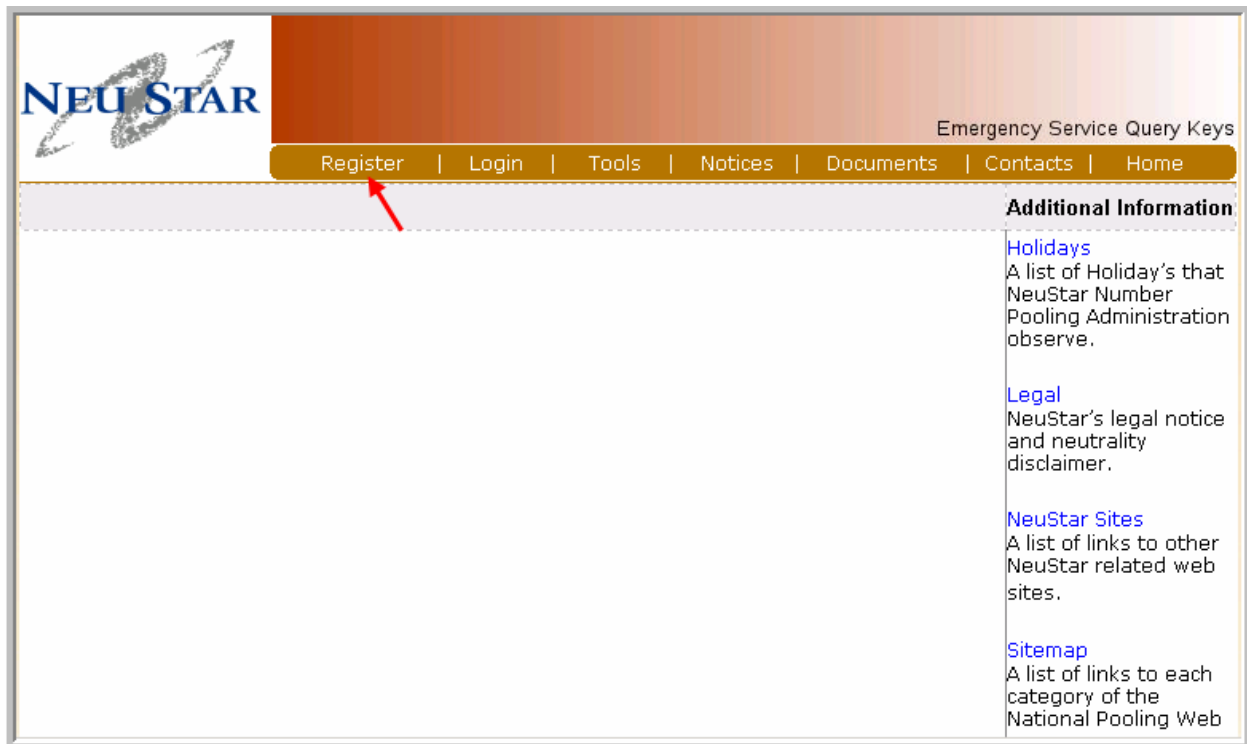


Figure 2-1. NeuStar ESQK Website Home Page

- From the home page of the ESQK website, click the **Register** link (highlighted in Figure 2-1) to display the ESQK user registration page (shown in Figure 2-2).

Emergency Service Query Keys

[Register](#) | [Login](#) | [Tools](#) | [Notices](#) | [Documents](#) | [Contacts](#) | [Home](#)

## User Registration

The pANI-ESQK system is only for those entities requesting ESQKs to perform routing or data retrieval functions associated with emergency services.

**Company Information**

Applicant Company () Legal Name\*

DBA Name(s) (if any)\*

Nena Ids\*  Format: xxxx or xxx,xxx...

OCNS\*  Format: xxxx or xxx,xxx...

**Contact Information**

First Name\*

Last Name\*

Contact Address1\*

Contact Address2

Contact City\*

Contact State\*

Contact Zip\*  Format: 99999 or 99999-9999

Contact Telephone Number\*  Format: 999-999-9999 or 999-999-9999x9999

Contact E-Mail Address\*

Username\*

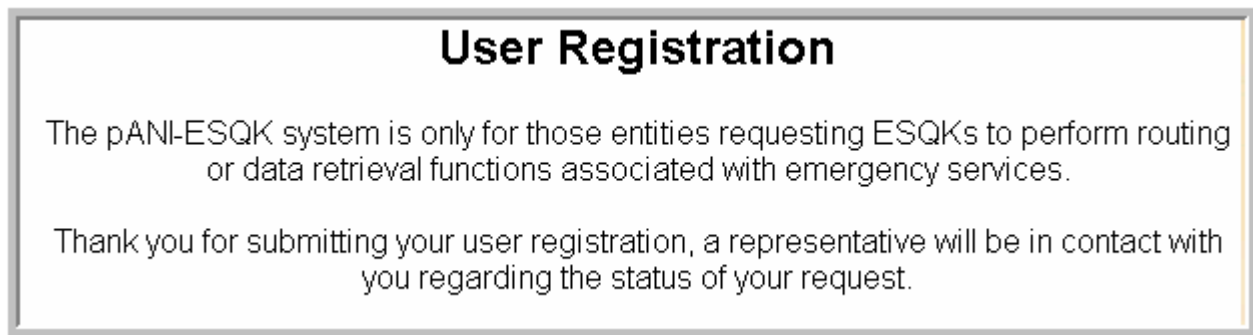
\* Required Field

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**Figure 2-2. User Registration Page**

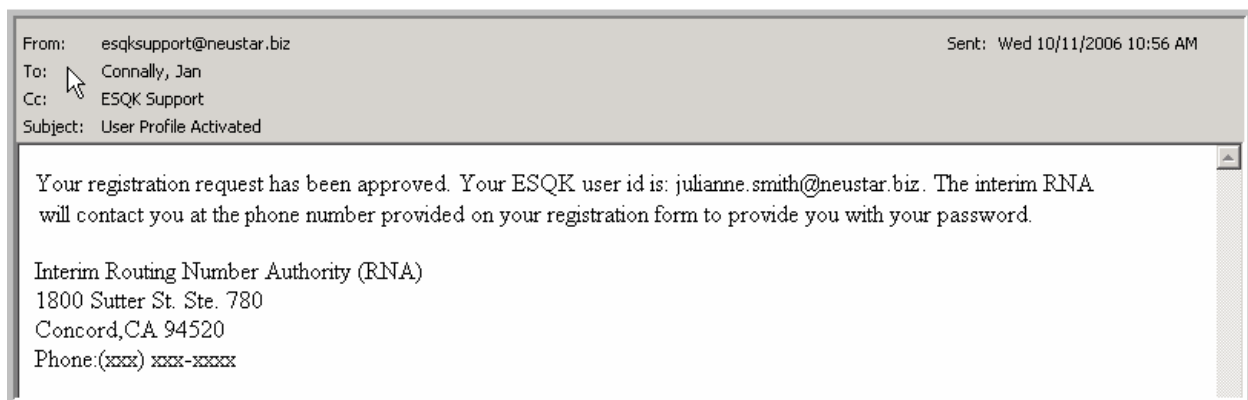
- Complete the information in the fields provided, being sure to complete all of the required fields, which are noted with an asterisk (shown above in Figure 2-2).
 

**Note:** The “Username” is an alphanumeric field. An email address can be used as a username or the user can create a unique username of their choice.
- Click **Submit**. If there are any errors with the information entered on the registration screen, the user will be prompted to correct those errors prior to submitting. Upon successfully submitting a registration, the user will receive a confirmation message (shown in Figure 2-3).

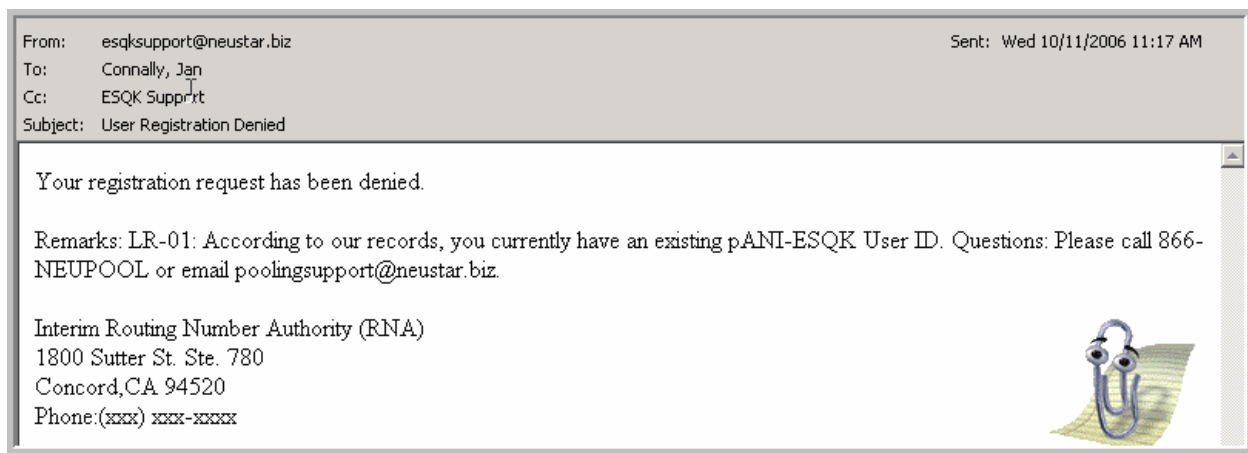


**Figure 2-3. Confirmation Message**

5. The ESQK Administrator has 5 business days to respond to an ESQK Registration request. Once the ESQK Administrator processes a registration request, the user will receive an e-mail indicating an approval or denial of the registration (shown in Figures 2-4 and 2-5). If the registration is approved, the ESQK Administrator will contact the user at the phone number provided to supply them with their password.



**Figure 2-4. User Profile Activated E-mail**



**Figure 2-5. User Registration Denied E-mail**

## 2.5 Logging into the ESQK Web-based System

Once users have successfully registered in the ESQK system and have received a password from the ESQK Administrator, they will be able to log into the ESQK web-based system.

From the home page of the ESQK website, click the **Login** link (highlighted in Figure 2-6) to display the User Login page (shown in Figure 2-7). Enter the username and password then click **Submit**. Upon successfully logging into the ESQK web-based system, the user will receive a “Login Succeeded” confirmation message.

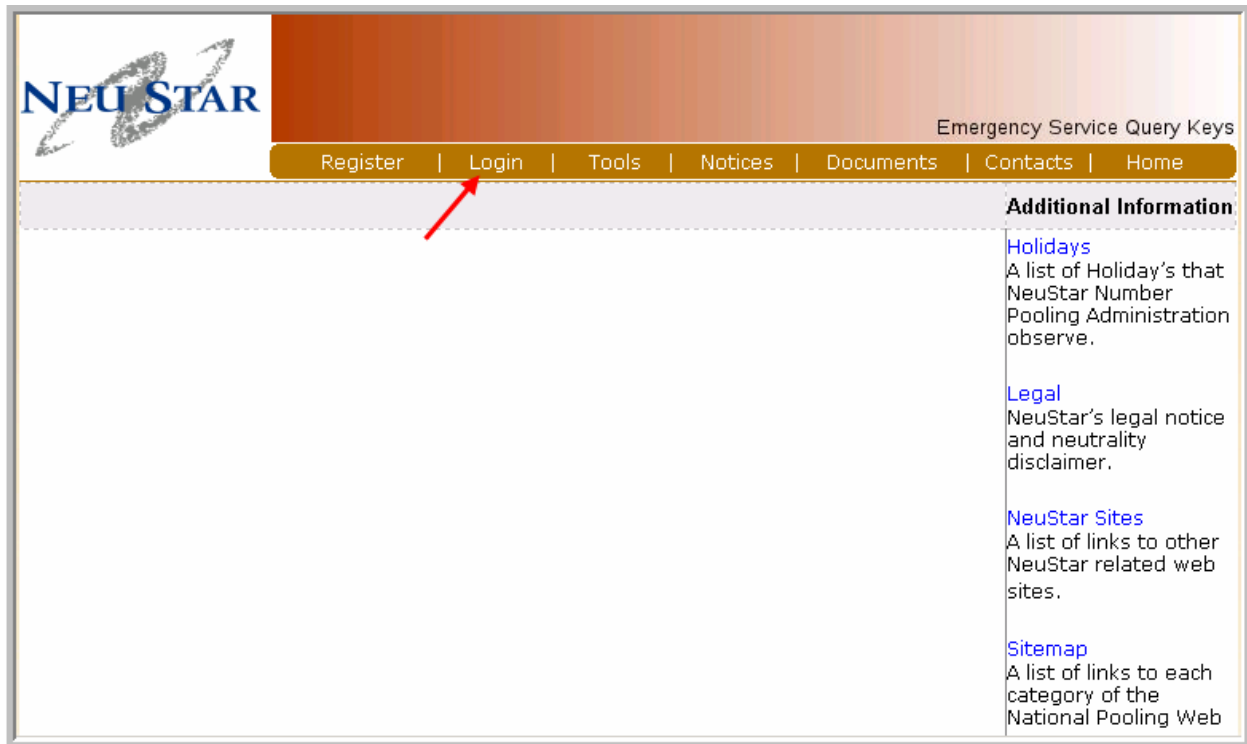


Figure 2-6. NeuStar ESQK Website Home Page

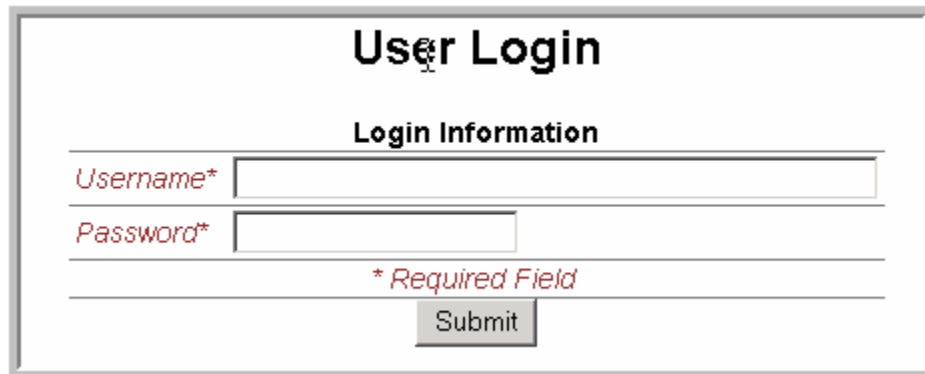
The image shows the ESQK User Login page. The page has a title 'User Login' and a section titled 'Login Information'. There are two input fields: 'Username\*' and 'Password\*'. Below the input fields is a note '\* Required Field' and a 'Submit' button.

Figure 2-7. ESQK Login Page

## 3 Request ESQKs

### 3.1 Task Overview

Entities will request ESQKs using the web-based ESQK system.

### 3.2 Required Information

To submit a request for an ESQK, the user will need the following information:

- Operating Company Number (OCN)
- NENA ID
- PSAP information (name, state, county, municipality, and 9-1-1 Governing Authority contact information)
- Valid NPAs for the area being served
- NPA in which ESQK(s) will be requested
- Total number of ESQKs requested

### 3.3 Preparations

Before requesting an ESQK, the user must be a registered ESQK user and logged into the web-based system.

### 3.4 Procedure

The following procedure describes how to request ESQKs:

1. From the ESQK menu on the left side (shown in Figure 3-1), click **Request ESQK** to display the **VoIP Interim ESQK Request Form** page (shown in Figure 3-2).

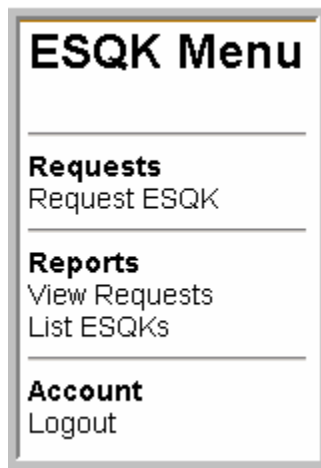


Figure 3-1. ESQK Menu

## VoIP Interim ESQK Request Form

| Applicant Information   |   |
|---|---|
| <i>Applicant Company () Legal Name*</i>   | ABC Telecom   |
| <i>DBA Name(s) (if any)*</i>  | ABC Telecom   |
| <i>Operating Company Number (OCN)*</i>  | <input type="text" value="—"/>  |
| <i>NENA ID*</i>   | <input type="text" value="—"/>  |
| <i>Contact Name*</i>  | Julianne Smith  |
| <i>Contact Address1*</i>  | 33 Alemany Blvd   |
| <i>Contact Address2</i>   | #28   |
| <i>Contact City*</i>  | San Francisco   |
| <i>Contact State*</i>   | CA  |
| <i>Contact Zip*</i>   | 94551   |
| <i>Contact Telephone Number*</i>  | 333-333-3333  |
| <i>Contact E-Mail Address*</i>  | julianne.smith@neustar.biz  |
| PSAP Information  |   |
| <i>PSAP Name*</i>   | <input type="text"/>  |
| <i>PSAP State*</i>  | <input type="text" value="—"/>  |
| <i>PSAP County</i>  | <input type="text"/>  |
| <i>PSAP Municipality</i>  | <input type="text"/>  |
| <i>9-1-1 Governing Authority Contact Name*</i>  | <input type="text"/>  |
| <i>9-1-1 Governing Authority Contact Tel#*</i>  | <input type="text"/> <small>Format: 999-999-9999 or 999-999-9999x9999</small> |
| <i>9-1-1 Governing Authority Contact E-mail</i>   | <input type="text"/>  |
| # ESQKs Requested   |   |
| <i>Valid NPAs for the area being served*</i>  | <input type="text"/> <small>Format: 999 or 999,999...</small>                 |
| <i>NPA in which ESQK(s) have been requested*</i>  | <input type="text"/>  |
| <i>Total Number of ESQKs Requested*</i>   | <input type="text"/>  |
| <i>* Required Field</i>   |   |
| <p><b>By submitting this form</b> and applying for this resource, the applicant hereby certifies that it has obtained approval from the appropriate 9-1-1 Governing Authority to provide routing or data retrieval for E9-1-1 traffic to the applicable PSAP. Should it later be determined that such authority has not been obtained, the applicant will be reported to the FCC and the appropriate state commission, and may be denied further resources.</p> |   |
| <input type="button" value="Submit"/>   |   |

Figure 3-2. VoIP Interim ESQK Request Form Page

2. Complete the information in the fields provided, being sure to complete all of the required fields, which are noted with an asterisk (shown above in Figure 3-2).

**Note:** The maximum number of ESQKs that can be requested per application is 999.

3. Click **Submit**. If there are any errors with the information in the request, the user will be prompted with the message “*There were errors in your submission*” along with information regarding the fields that require correction (shown in Figure 3-3). Update the request accordingly then click **Submit** again.

**VoIP Interim ESQK Request Form**

*There were errors in your submission*

9-1-1 Governing Authority Contact E-mail is not formatted correctly.

NPA in which ESQK(s) have been requested is not a valid choice.  
Please use List ESQKs to find a valid NPA

Total Number of ESQKs Requested is required.

**Figure 3-3. VoIP Interim ESQK Request Form Error Page**

4. Upon successfully submitting a request, the user will receive the following confirmation message, “*ESQK Application Received*” along with the tracking number (NPA-XXXXX) associated with that request (shown in Figure 3-4).

**VoIP Interim ESQK Request Form**

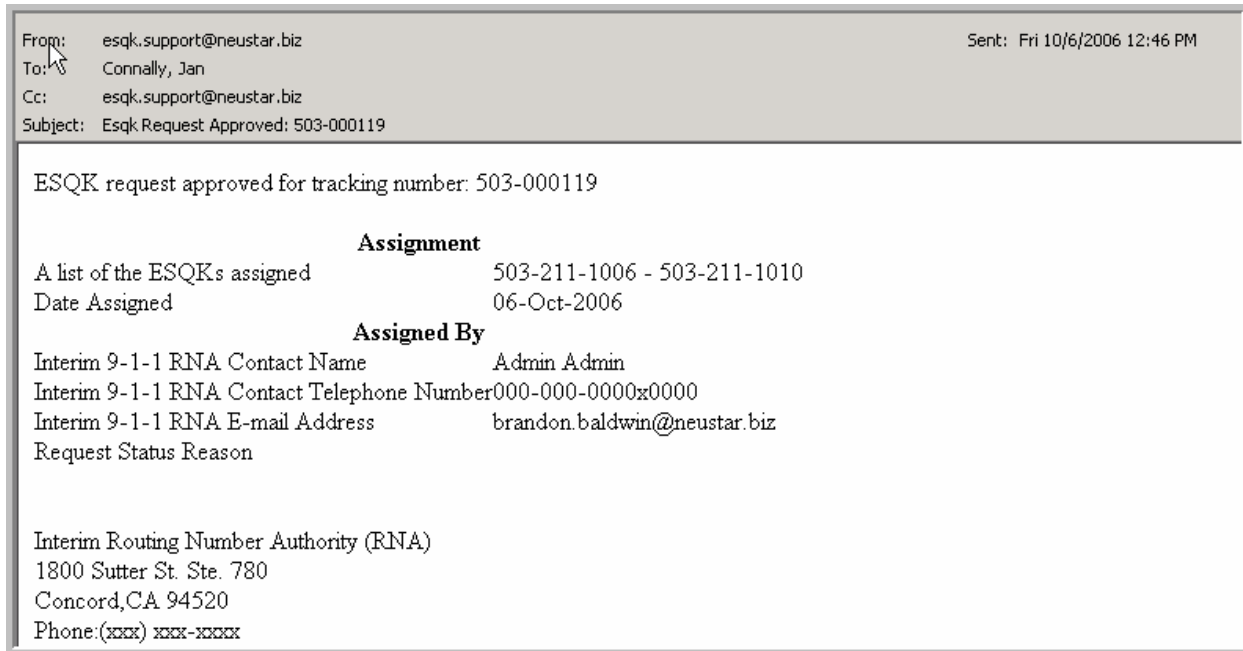
**ESQK Application Received**

Tracking #: 555-000161

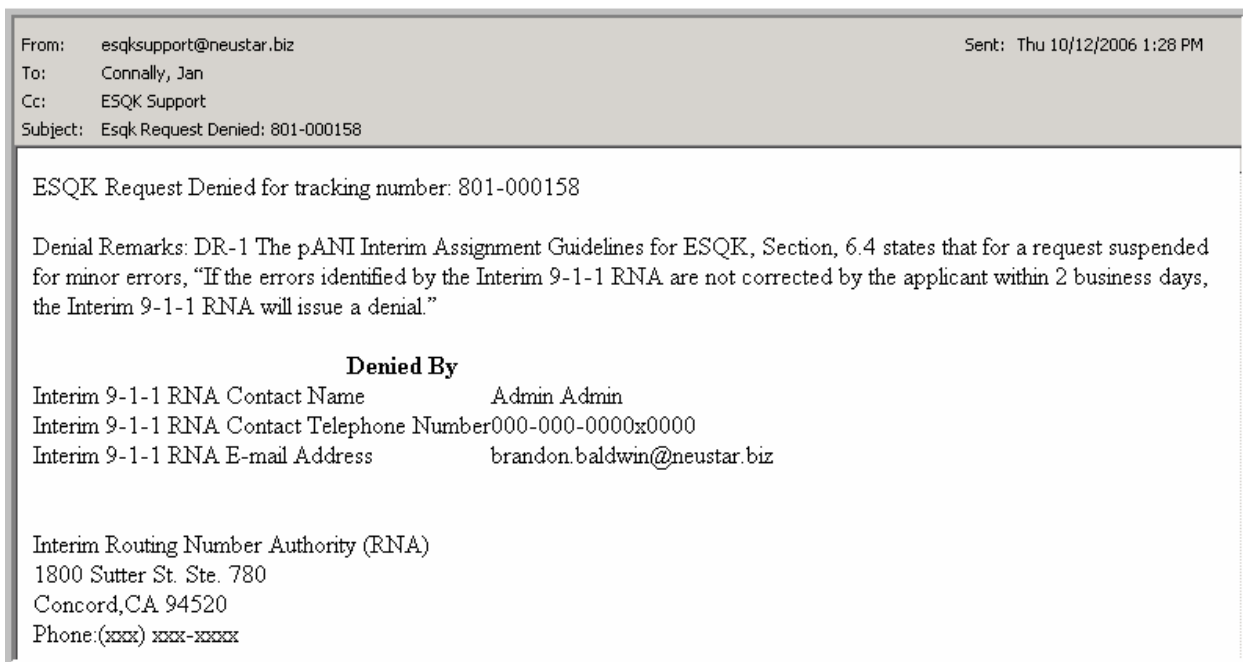
**Figure 3-4. ESQK Application Received Page**

5. Once the ESQK Administrator processes a request, the user will receive an e-mail stating whether the request has been approved or denied (shown in Figures 3-5 and 3-6).

**Note:** The ESQK Administrator has up to five business days from the date of receipt to respond to a request.



**Figure 3-5. ESQK Request Approved: NPA-XXXXXX E-mail**



**Figure 3-6. ESQK Request Denied: NPA-XXXXXX E-mail**

## 4 Reports

### 4.1 Task Overview

ESQK users may view reports for the OCNs in their profile using the ESQK web-based system.

### 4.2 Required Information

None

### 4.3 Preparations

Before viewing the reports, the user must be a registered ESQK user and logged into the web-based system.

### 4.4 Procedure

The subsections below provide the procedures for the following types of reports:

- View Requests Report
- List ESQKs Report

#### 4.4.1 View Requests Report

The *View Requests* report provides a list of ESQK requests submitted to date by the ESQK user. The system allows the user to choose from multiple selection criteria for generating the report (shown in Figure 4-2). The report includes the tracking number, NPA, number of ESQKs requested, submission date, OCN, NENA ID, disposition (pending, approved or denied) and the option to view the request.

The following procedure describes how to generate the *View Requests* report:

1. From the ESQK menu on the left side (shown in Figure 4-1), click **View Requests** to display the **Search Request** page (shown in Figure 4-2).

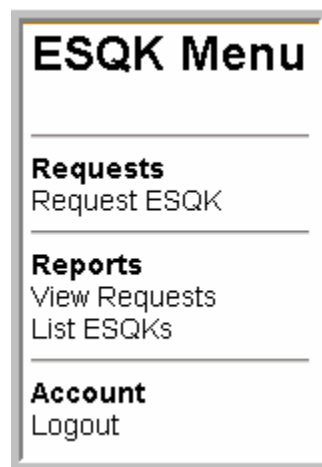


Figure 4-1. ESQK Menu

**ESQK Requests**

**Search Request**

Request Disposition Pending

Request Scope All Requests

NPA

OCN

View Requests


**Find Request by Tracking Number**

Tracking Number

Find Request

Figure 4-2. Search Request Page

2. Use the drop-down lists and fields provided to select the desired criteria for generating a *View Requests* report then click **View Requests**. Another option for generating a *View Requests* report is to enter the tracking number of a specific request then click **Find Request**. The following selection criteria is available:
  - a. **Request Disposition:** Pending, Approved, or Denied.
  - b. **Request Scope:** My Requests (requests submitted by the user) or All Requests (requests submitted under the OCNs within the user's profile).
  - c. **NPA**
  - d. **OCN:** A user is only allowed to view requests for the OCNs listed within their user profile.
  - e. **Tracking Number:** NPA-XXXXXX.
3. The information displayed on the *View Requests* report is based on the search criteria selected (shown in Figure 4-3). To view a specific application form from the requests shown on the report, click **View** under the Options column (highlighted in Figure 4-3). To view additional pages of the report, if applicable, click **Next**, **Previous** or **Skip to:** (highlighted in Figure 4-3).

| ESQK Requests |       |       |                     |      |      |         |  |
|---------------|-------|-------|---------------------|------|------|---------|--|
| Tracking #    | NPA # | Rqstd | Date                | OCN  | NENA | Flag    | Options  |
| 925-000160    | 925   | 1     | 2006-10-10 08:49:11 | 1234 | 1234 | Pending | View  |
| 123-000155    | 123   | 1     | 2006-10-09 14:16:44 | 1234 | 3333 | Pending | View   |
| 555-000153    | 555   | 5     | 2006-10-06 13:25:45 | 3333 | 3333 | Pending | View   |
| 727-000152    | 727   | 50    | 2006-10-06 13:15:49 | 4444 | 3333 | Pending | View   |
| 801-000151    | 801   | 1     | 2006-10-06 13:15:49 | 4444 | 3333 | Pending | View   |
| 123-000150    | 123   | 1     | 2006-10-06 13:15:49 | 1234 | 3333 | Pending | View   |
| 727-000149    | 727   | 50    | 2006-10-06 13:05:26 | 4444 | 3333 | Pending | View   |
| 925-000131    | 925   | 1     | 2006-10-06 11:19:07 | OCN1 | NEN2 | Pending | View   |

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Figure 4-3. View Requests Report

#### 4.4.2 List ESQKs Report

The *List ESQKs* report provides a list of ESQKs currently available, or in use, or a combination of both. The report includes the NPA, NXX, status (available or in use), ESQK range (XXXX-XXXX), number of ESQKs (available or in use within that ESQK range), and the OCN that the in-use ESQK is assigned to.

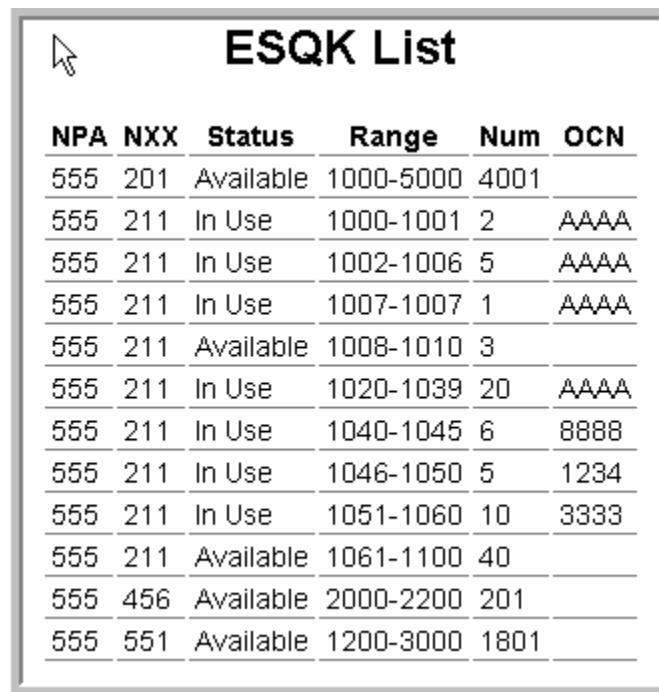
The following procedure describes how to generate the *List ESQKs* report:

1. From the ESQK menu on the left side (shown above in Figure 4-1), click **List ESQKs** to display the **Request Information** page (shown in Figure 4-4).

| ESQK List                             |   |
|---------------------------------------|---|
| <b>Request Information</b>            |   |
| NPA                                   | <input type="text" value="-"/> ▾  |
| OCN                                   | <input type="text" value="-"/> ▾  |
| <input type="button" value="In Use"/> | <input type="button" value="Available"/> <input type="button" value="All"/> |

Figure 4-4. Request Information Page

2. Use the drop-down list provided to select the desired criteria for generating a *List ESQKs* report then click either **In Use** (to list in-use ESQKs), or **Available** (to list available ESQKs), or **All** (to list both in-use and available ESQKs). The following selection criteria is available:
  - a. **NPA**: List of NPAs that the Interim RNA assigns from. To select all NPAs leave the default value of a dash as the desired selection.
  - b. **OCN**: A user is only allowed to view a list of in-use ESQKs that are assigned to the OCNs within their user profile. To select all OCNs leave the default value of a dash as the desired selection.
3. The information displayed on the *List ESQKs* report is based on the search criteria selected (shown in Figure 4-5).



| <b>ESQK List</b> |            |               |              |            |            |
|------------------|------------|---------------|--------------|------------|------------|
| <b>NPA</b>       | <b>NXX</b> | <b>Status</b> | <b>Range</b> | <b>Num</b> | <b>OCN</b> |
| 555              | 201        | Available     | 1000-5000    | 4001       |            |
| 555              | 211        | In Use        | 1000-1001    | 2          | AAAA       |
| 555              | 211        | In Use        | 1002-1006    | 5          | AAAA       |
| 555              | 211        | In Use        | 1007-1007    | 1          | AAAA       |
| 555              | 211        | Available     | 1008-1010    | 3          |            |
| 555              | 211        | In Use        | 1020-1039    | 20         | AAAA       |
| 555              | 211        | In Use        | 1040-1045    | 6          | 8888       |
| 555              | 211        | In Use        | 1046-1050    | 5          | 1234       |
| 555              | 211        | In Use        | 1051-1060    | 10         | 3333       |
| 555              | 211        | Available     | 1061-1100    | 40         |            |
| 555              | 456        | Available     | 2000-2200    | 201        |            |
| 555              | 551        | Available     | 1200-3000    | 1801       |            |

**Figure 4-5. List ESQKs Report**

## 5 User Profile

### 5.1 Task Overview

The information provided by a user on their registration form will be stored in the ESQK database under their user profile.

### 5.2 Required Information

Username

### 5.3 Preparations

To request a profile update, a user must be a currently registered ESQK user.

### 5.4 Procedure

The following procedure describes how to update a user profile:

1. A user must submit an email to [esqksupport@neustar.biz](mailto:esqksupport@neustar.biz) with their username, first and last name, and a list of information that needs to be updated in their profile.
2. Once the ESQK Administrator processes the profile update, the user will receive an e-mail confirming that the information has been updated (shown in Figure 5-1).



**Figure 5-1. User Profile Updated E-mail**

## **6 Password**

### **6.1 Task Overview**

User passwords, do not expire, however users do have the option of obtaining a new password at anytime.

### **6.2 Required Information**

Username

### **6.3 Preparations**

To request a new password, the user must be a registered ESQK user.

### **6.4 Procedure**

The following procedure describes how to obtain a new password:

1. A user must submit an email to [esqksupport@neustar.biz](mailto:esqksupport@neustar.biz) with their first and last name along with their username.
2. Once the ESQK Administrator processes the new password request, he or she will contact the users at the phone number provided to give them their new password.

## **Appendix A    References**

*pANI Interim Assignment Guidelines for ESQK*

*NENA Master Glossary of 9-1-1 Terminology*

*FCC Letter Dated September 8, 2006*

## Appendix B Acronyms

|      |  |
|------|--|
| DBA  | Doing Business As                      |
| ESQK | Emergency Service Query Key            |
| IRNA | Interim Routing Number Administrator   |
| NENA | National Emergency Number Association  |
| NPA  | Numbering Plan Area                    |
| OCN  | Operating Company Number               |
| pANI | pseudo-Automatic Number Identification |
| PSAP | Public Service Answering Point         |
| VPC  | VoIP Positioning Center                |

## Appendix C Glossary

|  |  |
|--|--|
| 9-1-1 Governing Authority                    | An Entity Designated under state law or regulation to have decision-making and oversight responsibilities for a 9-1-1 Emergency Number System for one or more PSAPs.   |
| Emergency Service Query Key                  | Emergency Service Query Key (ESQK)—The ESQK identifies a call instance at a VPC, and is associated with a particular Service Router (SR) and PSAP combination. The ESQK is delivered to the E9-1-1 SR and as the calling number/ANI for the call to the PSAP. The ESQK is used by the SR as the key to the Selective Routing data associated with the call. The ESQK is delivered by the SR to the PSAP as the calling number/ANI for the call, and is subsequently used by the PSAP to request Automatic Location Identification (ALI) information for the call. The ALI database includes the ESQK in location requests sent to the VPC. The ESQK is used by the VPC as a key to look up the location object and other call information associated with an emergency call instance. The ESQK is expected to be a ten-digit North American Numbering Plan Number. |
| Interim Routing Number Administrator (IRNA)  | The term IRNA refers to the entity responsible for administering ESQKs until a permanent administrator is appointed by the FCC.  |
| NPA  | Numbering Plan Area, also called area code. An NPA is the 3-digit code that occupies the A, B, and C positions in the 10-digit NANP format that applies throughout the NANP Area.  |
| National Emergency Number Association (NENA) | The National Emergency Number Association is a not-for-profit corporation established in 1982 to further the goal of “One Nation-One Number.” NENA is a networking source and promotes research, planning and training. NENA strives to educate, set standards and provide certification programs, legislative representation and technical assistance for implementing and managing 9-1-1 systems.  |

|   |  |
|---|--|
| OCN (Operating Company Number)                | An Operating Company Number (OCN) is a four place alphanumeric code that uniquely identifies providers of local telecommunications service. OCN assignments are required of all SPs in their submission of utilization and forecast data (FCC 00-104 ¶ 41 and Public Notice DA 00-1549). Relative to CO Code assignments, NECA-assigned Company Codes may be used as OCNs. Companies with no prior CO Code or Company Code assignments contact NECA (800 524-1020) to be assigned a Company Code(s). Since multiple OCNs and/or Company Codes may be associated with a given company, companies with prior assignments should direct questions regarding appropriate OCN usage to Telcordia™ Routing Administration TRA on 732-699-6700. |
| pseudo-Automatic Number Identification (pANI) | Used generically in the document to include any of the other more specifically descriptive acronyms associated with numbers used for routing emergency calls today, such as but not limited to: ESRD, ESRK, ESQK, PSAP routing numbers, etc.   |
| Public Service Answering Point (PSAP)         | A PSAP to which 9-1-1 calls are routed directly from the 9-1-1 Control Office.   |
| Tracking Number                               | A unique identifier associated with an application in the ESQK web-based system in the format of NPA-XXXXXX.   |

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