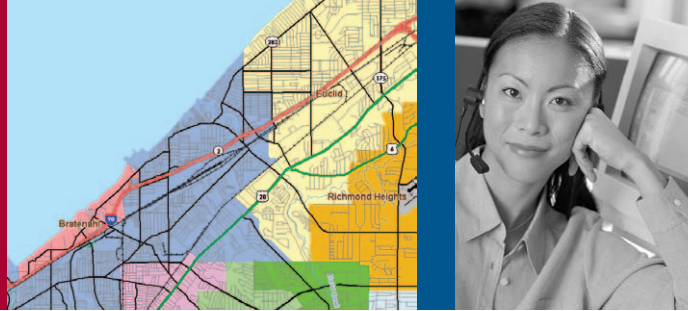


MAPINFO® PSAP PRO™

List and boundary database of Primary Public Safety Answering Points (PSAP) that is well suited to emergency dispatch situations.



MapInfo
PSAP Pro™



Summary

Applications

- *FCC 911 Regulatory Compliance*
- *Network Planning and Provisioning*
- *Assisted Emergency Dialing*
- *Call Center Telematics*

Features

- *Comprehensive file of Primary PSAPs—boundaries based on jurisdictional areas and telephone exchanges*
- *Detailed individual PSAP information—including 10-digit emergency number*
- *Continually updated—with information obtained directly from the PSAPs*

The highly accurate geographic boundaries are based upon PSAP jurisdictional areas and telephone exchanges, detailed information about each PSAP includes the 10-digit emergency number, administrative phone number and contact name, address information, county name, FIPS code and more. PSAP Pro is continually updated and represents the most accurate and current PSAP database available.

PSAP Information Vital to 911 Telephony

When a 911 call is placed, the telecom provider must route the call to the appropriate Public Safety Answering Point (PSAP) so that emergency personnel can be dispatched. Carriers must first determine the caller's location, and then utilize jurisdictional boundaries and the 10-digit emergency number to route the call to the appropriate PSAP.

A PSAP is a facility equipped and staffed to receive 911 calls. Primary PSAPs receive calls directly. PSAPs are typically located at the county or city levels, and are managed by the individual state governments. There are approximately 5,400 Primary PSAPs in the U.S.

Database Supports Emergency Services

PSAP Pro is a comprehensive list and boundary file of Primary PSAPs in the U.S. Its highly accurate boundaries are based upon PSAP jurisdictional areas and telephone exchanges.

In addition, PSAP Pro contains detailed information about each PSAP, including its 10-digit emergency number, administrative phone number and contact name, address information, county name, and FIPS code.

PSAPs are contacted directly to verify and add new information, on a daily basis—making PSAP Pro the most up-to-date database available.

Applications

Local Telephone Service Providers: Network Planning and Provisioning

When a Competitive Local Exchange Carrier (CLEC) enters a new market, it must comply with FCC requirements to be licensed to provide local phone service. Carriers use PSAP Pro to determine which PSAPs fall into their planned coverage areas and for contact information in order to inquire about certification requirements.

Call Centers: Emergency Dialing

Call center operations use PSAP Pro to efficiently deliver telematics (roadside assistance), home security and alarm services to their subscribers. Call centers rely on accurate PSAP boundary and contact information in order to process critical emergency calls when there is no time to waste. PSAP Pro helps call centers determine the appropriate PSAP, based on location. The call center then manually routes the emergency call based on the 10-digit number provided in the database.

Emergency Dispatch Centers: Routing Wrong Numbers

It is not uncommon for an emergency call to be received by a dispatch center, when the location of emergency falls in the jurisdiction of another. With PSAP Pro, dispatch centers quickly identify the appropriate PSAP and use its emergency number to manually forward the call.



For more information:

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The PSAP Pro Advantage

- Comprehensive list and boundary file—includes PSAP jurisdictional areas
- Geography based versus street plan
- Accurate, current data—daily, systematic process to capture updates, changes
- Easy to implement—digital file, rather than varied formats, including paper maps
- Frequency and flexibility in subscription—update options based on the application, budget
- Cost effective—offers multiple purchase plans, subscription schedules and volume discounts
- Compatible with other MapInfo offerings—
 - MapMarker® Plus for geocoding addresses
 - MapInfo® RateCenterInfo™ for network planning, determining rates in various coverage areas
 - MapInfo® ExchangeInfo Plus™ for network planning and competitive analysis to determine wire center boundaries
- StreetPro® for underlying boundary information
- MapInfo® Professional for mapping, visualization
- MapXtreme® for call center applications, making information available via the web
- Location Management Platform for call routing, mobile wireless services

REQUIREMENTS

Software

Requires mapping, visualization engine, including one of the following:

- MapInfo Professional®
- MapInfo® MapXtreme®
- MapInfo MapX®
- MapInfo SpatialWare®

Hard disk storage

- 60 MB U.S.

PRODUCT SPECIFICATIONS

Coverage

Continental U.S., Alaska, Hawaii

Units of Sale

State, US

Update Subscription Options

Monthly, quarterly

Maintenance

A minimum one-year, semi-annual update subscription contract is required for PSAP Pro. Discount schedule for multi-year contracts.

Technical Support

Toll-free telephone support included with all subscription program levels for active contracts.

Data Contents

Primary PSAP File

PSAP's Agency Name, PSAP's Coverage Area, Administrative Phone Number, Mailing Address, Address of the PSAP Site, PSAP's City, PSAP's State, Mailing ZIP Code, Mailing ZIP Code Plus 4, Site ZIP Code, Site ZIP +4, County in which PSAP is located, County FIPS code, Name of Contact, Fax Line, 10-Digit Emergency Number, Latitude and Longitude of PSAP