9-1-1 B Problem Call Report

Please use this form to report problems with ANI, ALI or Call Routing. Provide as much information as possible about the call and the problem. The information you provide will be instrumental in problem correction. If you have questions, call TARRANT COUNTY 9-1-1 DISTRICT - 817-820-1172, Mr. Bill Horne.

FAX THE COMPLETED FORM TO 817-882-0500

Reporting PSAP: _____ **Call-taker ID:** _____ **Date:** _____ Call **Time:** _____

☐ **ANI** FLASHING ☐ ESN = _____

ANI DISPLAY READ:

(_____ **)** _____

Was there a caller on the line? YES__ NO__
If yes, what is the caller's phone number:

(_____ **)** _____

If an ALI Screen was displayed, please circle the class of Service listed in the ALI Record: PBXr

BUSN RESD CNTX COIN PBXb PAY$ WRLS WPH2 MOBL

If the following information was displayed on the ALI Screen, Please provide it:

_____ **TELCO ID=** _____

PROBLEM NOTED:

☐ **Operator Assisted Call** — **Caller dialed 9-1-1 YES__ NO__** **Call is Cellular YES__ NO__**

☐ **"Record Not Found" for ALI** — **Please List the Address Provided by the Caller** _____

☐ **ANI Incorrect** — **Please List the Correct ANI (** _____ **)** _____

☐ **Call Misrouted** — **Call Should Route to:** _____

☐ **ALI (Address) Displayed Incorrect:** — **Incorrect Address is:** _____

Caller Says the Correct Address is: _____

☐ **The Caller Did Not Dial 9-1-1** — **The Caller Dialed: (** _____ **)** _____

REMARKS:

Please provide the following information from the ALI display, if the call was WIRELESS (MOBL, WRLS, WPH):

Routing# (511 or 211 prefix): _____ **Caller's Telephone Number:** _____

Wireless Carrier Name: _____ **Time Stamp of the call:** _____ **Tower ID:** _____