



# **Mass Modification User Guide for Service Providers and Service Provider Consultants**

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## Change History

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# **1. Introduction**

## **1.1. Purpose**

This document provides instructions to assist Service Providers (SP) and Service Provider Consultants (SPC) with completing mass modification requests for manual submission to the Routing Number Administrator (RNA). This document is not intended for those SPs and SPCs who submit individual modification requests directly in the NANP Administration System (NAS).

An SP/SPC user using this manual process is required to have an active NAS account, and the NPAs, NENA Company IDs and OCNs associated with the p-ANI ranges being modified in their user profile in order to submit the mass modification request.

Failure to comply with the instructions in this user guide may delay the submission of the modification request.

If you have any difficulties with completing the form or have any questions, please contact NANPA Customer Support at 1-866-623-2282 or [support@nanpa.com](mailto:support@nanpa.com).

## **1.2. Scope**

The process for modifying data for non-dialable p-ANIs is governed by a set of industry-defined forms (Part 1 and Part 3). The NAS creates, stores, executes, and administers these forms by electronic means so that any user can access their data via a connection to the World Wide Web.

## 2. Process

### 2.1. Task Overview

This document is intended to assist SP/SPC users with submitting mass modification requests rather than submitting individual requests directly in NAS. This process requires the use of an excel spreadsheet (mass modification template) provided by the RNA.

The following types of changes may be submitted: *OCN, NENA ID, Selective Router, PSAP Consolidation, PSAP (excluding consolidation), p-ANI Assignee Merger/Acquisition, 24X7 Emergency Contact Number and Other (911 Governing Authority)*. This process only updates the information in NAS.

**PLEASE NOTE: For all mass modification requests, it is the Service Provider or Service Provider Consultant's responsibility to update any other databases with the new information accordingly.**

### 2.2. Requirements

The minimum number of p-ANIs or p-ANI ranges allowed for a mass modification request is 50 p-ANIs or p-ANI ranges. Any spreadsheet submitted with less than 50 p-ANI or p-ANI range (records) will be rejected. Any spreadsheet submitted with more than 500 p-ANI or p-ANI range (records) will be separated into multiple spreadsheets. In addition, the following requirements apply:

1. The file must be in Excel format.
2. The spreadsheet must **not** have any formulas.
3. The spreadsheet must **not** have any frozen frames.
4. The spreadsheet must **not** have multiple worksheets.
5. The spreadsheet must conform to the mass modify template provided by the RNA.
6. Each p-ANI or p-ANI range record in the spreadsheet must have a unique **Record Number** (e.g. 1, 2, 3, 4...) or the p-ANI or p-ANI range will not be updated in NAS.
7. Duplicate p-ANI or p-ANI range records will be rejected.

Failure to comply with these requirements may delay or prevent the submission of your request.

## 2.3. Preparations

Before submitting a mass modification request, the SP/SPC user must verify that they have an active NAS account and that the NPA(s), NENA Company ID(s) and OCN(s) for the p-ANIs or p-ANI ranges being modified are in their user profile.

## 2.4. Procedure

### 2.4.1. Locating the Mass Modification Template (XLSX)

To access the *Mass Modification template*, from [www.nanpa.com](http://www.nanpa.com), go to Resources, then NAS User Guides, click the XLSX template next to **p-ANI Mass Modifications**.

The Excel file will be verified prior to processing.

- If the file is in an acceptable format it will be processed. An email will be sent confirming acceptance and successful processing of the file. If there are any errors they will be noted in the email.
- If the file is not in an acceptable format it will be rejected and returned to the user for correction and resubmission.

### 2.4.2. Completing the Mass Modification Template (XLSX)

The user will complete the following fields based on the type of modification requested:

- **Username** - Enter a valid and active NAS username in the field provided (cell B1).
- **Doing Business As** – If you are a SPC user, then enter the name of the company in which you are submitting the request for (cell B2). If you are a SP user, leave this field blank.
- **Record Number** - Enter the record number, starting with one (1), going in consecutive order (e.g. 1, 2, 3, etc...) and ending with the last record number for the final row of data entered on the form. This field must be numeric and cannot be duplicated.
- **NPA** - Enter the NPA of the p-ANI or p-ANI range being modified (e.g. 201).
- **NXX** - Enter the NXX of the p-ANI or p-ANI range being modified (e.g. 211).
- **p-ANI Starting Range** - Enter the first four numbers of the starting p-ANI range being modified (e.g. 0000).
- **p-ANI Ending Range** - Enter the last four numbers of the ending p-ANI range being modified (e.g. 0009). *If this is for an individual p-ANI number the **p-ANI Starting Range** and the **p-ANI Ending Range** will be the same.*

- **NENA ID** - Enter the new NENA ID if the change is for a NENA ID or a p-ANI Assignee Merger/Acquisition modification.
- **OCN** - Enter the new OCN if the change is for an OCN or a p-ANI Assignee Merger/Acquisition modification.
- **Selective Router CLLI** - Enter the new Selective Router CLLI if the change is for a Selective Router CLLI or a p-ANI Assignee Merger/Acquisition modification (11 alphanumeric characters, spaces allowed).
- **FCC PSAP ID** – Enter the new FCC PSAP ID if the change is for a PSAP Consolidation or PSAP (excluding Consolidation) or a p-ANI Assignee Merger/Acquisition modification.
  - If you enter a FCC PSAP ID, then the PSAP Name, State, County or Municipality fields should be left blank.
- **PSAP Name** - Enter the new PSAP name if the change is for a PSAP Consolidation or PSAP (excluding Consolidation) or a p-ANI Assignee Merger/Acquisition modification.
- **PSAP State** – Enter the new PSAP state abbreviation if the change is for a PSAP Consolidation or PSAP (excluding Consolidation) or a p-ANI Assignee Merger/Acquisition modification.
- **PSAP County or Municipality** - Enter the new PSAP County or municipality if the change is for a PSAP Consolidation or PSAP (excluding Consolidation) or a p-ANI Assignee Merger/Acquisition modification.
- **PSAP Coordinator** - Enter the new PSAP coordinator if the change is for a PSAP Consolidation or PSAP (excluding Consolidation) or a p-ANI Assignee Merger/Acquisition modification.
- **PSAP Coordinator Telephone** - Enter the new telephone number of the PSAP coordinator if the change is for a PSAP Consolidation or PSAP (excluding Consolidation) or a p-ANI Assignee Merger/Acquisition modification.
- **PSAP Coordinator Email** - Enter the new email address of the PSAP coordinator if the change is for a PSAP Consolidation or PSAP (excluding Consolidation) or a p-ANI Assignee Merger/Acquisition modification.
- **911 Governing Authority** - Enter the new 911 governing authority if the change is for Other or a p-ANI Assignee Merger/Acquisition modification.

- **24X7 Emergency Company Contact Number** - Enter the your company's new 24X7 emergency contact telephone number if the change is for 24X7 Emergency Contact Number or a p-ANI Assignee Merger/Acquisition modification.
- **Type of Modification** - Enter one of the following values (*exactly as it is shown here*):
  - OCN
  - NENA ID
  - Selective Router
  - PSAP Consolidation
  - PSAP (excluding Consolidation)
  - p-ANI Assignee Merger/Acquisition
  - 24X7 Emergency Contact Number
  - Other

You may request multiple changes for a p-ANI or p-ANI range, by separating the type of modification with a comma (e.g. OCN, NENA ID).

- **If “Other” for type of change, please specify** – This field must be completed if “Other” was entered in the **Type of Modification** field specifying reason for change.
- **Part 1 Comments** - Enter any comments.

### **2.4.3. Submitting the Mass Modification Form (XLSX)**

Send the file via email to [support@nanpa.com](mailto:support@nanpa.com) with the subject line “Mass Modification Request.”

The RNA has 7 calendar days to process your request. If there are any issues with your file submission, the RNA will notify you by email. When the file has been successfully processed, you will receive a Part 3 email notification.