Managing Data in Ziply Fiber' E9-1-1 Database

Competitive Local Exchange Carriers (CLEC's), Independent Telephone Companies, and Wireless Carriers, collectively referred to as "Carriers," may use this document as a guide to getting set up to manage their telephone subscriber data and street address information in Ziply Fiber' E9-1-1 database.

Ziply Fiber offers database access to Carriers through a secure-access Web-based interface. Once an account has been built for a Carrier, they may begin managing data in Ziply Fiber's database either by modifying individual records through the user interface, or by transmitting service order input files through the file upload feature.

The process for getting a Carrier account built is as follows:

1. The Carrier establishes a business relationship with Ziply Fiber through a Ziply Fiber Sales/Account Representative. If a Carrier does not know who their assigned Sales/Account Representative is, they may send an e-mail to wholesale@ziplyfiber.com.
2. The Carrier registers with the National Emergency Number Association (NENA) to obtain a NENA Company ID. NENA can be contacted by phone at 800-332-3911 or on-line at www.nena.org
3. The Carrier obtains a Login Request form from their Ziply Fiber Sales/Account Representative and fills it out. The NENA ID must be included on this form.
4. The Ziply Fiber Sales/Account Representative sends the completed form to Ziply Fiber System Administration.
5. Ziply Fiber System Administration builds an account for the Carrier for access to the Web-based interface.
6. Ziply Fiber System Administration contacts the Carrier to provide the procedure for accessing the Web-based interface. Ziply Fiber System Administration offers user guides and over-the-phone training.