



TECHNICAL INFORMATION BULLETIN
TENNESSEE EMERGENCY COMMUNICATIONS BOARD
Randy Porter, Chairman **Lynn Questell, Executive Director**

Wireless and VoIP - Network Operations Centers / Subscriber Assistance

Listed below is a revised list of the trouble reporting centers for various wireless and VoIP service providers or related service provisioning agencies. Numbers shown in **boldface** type represent a change since the last bulletin.

Notify the appropriate agency to report misrouted calls, request help with tracing a call, or other urgent issues. Please notify me if you discover errors with this list or find I've left a needed number off the list. **For a complete listing of numbers go to www.nena.org/nena-company-id.**

Company	NENA ID(s) Shown on ALI display	Provisioning Company	Telephone Number for Network Related Problems (Misrouted Calls, etc.)	Tel. Number for Subscriber Issues (trace, etc.)****
Advantage***	ADVG	TCS	615-464-2355	
Alltel***	ALNT, WIN	Intrado	866-820-0430	
AT&T Mobility (Cingular)	ATMO	TCS	800-635-6840	800-635-6840
Cellular South	CELSO	?	601-941-2882	
Charter (VoIP)	CHTR		866-229-0111 then Option 2	
Charter (non-VoIP)			888-706-7089	
ClearTalk***	CLRTK	TCS	731-928-4800 (Limited hours)	
Comcast (VoIP)	CMCST	Intrado	800-839-6707	
Compass (VoIP)		Not applicable	800-959-3749 (TCS for now)	
Cricket*** (aka LEAP)	LEAP	TCS	866-688-6058**	
DeltaCom	DLT		800-374-2350	
Eloqui (See US Cellular)		Intrado	See US Cellular	
Frontier(Wireless issues-stand-alones)	CZNE	Intrado	800-565-1619	
Intrado (Wireless issues)	ICOMM	Not applicable	800-514-1851	
Intrado (VoIP issues)	TRDO	Not applicable	877-856-7506	
Intrado (ALI link problems – standalone PSAPs only)	Not applicable	Not applicable	720-494-6633	
Level 3 (VoIP)	HTJ	TCS	800-292-2314	
Nextel***	NXTL	Intrado	866-398-3284	
Onstar		Not applicable	866-866-5006	
Sprint/Nextel***	SPPCS	Intrado	866-398-3284	888-877-7330
Suncom / Triton	SCOM	Intrado	877-372-8300	
TCS (Wireless & VoIP)	TCS	Not applicable	800-959-3749	
T-Mobile	TMOB	T-Mobile	888-662-4662	973-292-8911
Time Warner(VoIP)*	TWCBL	Intrado	877-777-2263	
Tracfone (and SafeLink)			800.820.8632	
US Cellular	USCC	Intrado	224-653-3100	630-875-8270 Opt. 1
Verizon***	VZW	TCS	866-899-8998	800-451-5242
Verizon Business (VoIP type services)	MCI		800-333-9873	
Virgin Mobile (Prepaid Service)				866-868-6622**
Vonage (VoIP)	VNAGE	TCS	866-293-5674	
West KY(formerly Yorkville)***	YTC, YCI	TCS	731-643-6121	
XO Communications	XO		800-464-4402	

* May show MCI in the LEC field of the ALI record
 ** Consider getting a password in advance to expedite future assistance
 *** These wireless carriers use handset (GPS) based location technology. Others are triangulation based.
 **** Use network problems number if no number listed in this column.