1. A Public Safety Answering Point (PSAP) is a call center that takes emergency calls initiated by any mobile or landline subscriber and dispatches appropriate response.
   1. True
   2. False
2. Enhanced 9-1-1 (E9-1-1) allows call routing to the individual PSAP boundaries and not to a single telephone exchange
   1. True
   2. False
3. What does the acronym MSAG stand for?
   1. Main System Annotation Grid
   2. Master Street Address Guide
   3. Master System Administration Guide
   4. Main Street Address Grid
4. What does the acronym ELT stand for?
   1. Emergency Lookup Table
   2. Efficient Language Technology
   3. Elevated Larceny Traffic
   4. English Language Translation
5. Which of the following would not require an MSAG update?
   1. a new address on an existing road
   2. a renamed road
   3. a revised fire response boundary
   4. a rural subdivision annexed by an incorporated city
6. What is not a function of the MSAG?
   1. Assignment of emergency responders for each potential address
   2. Standardizing addressing for the PSAP area
   3. Interfacing with the USPS
   4. None of the above
7. If there is a discrepancy between the MSAG and the GIS data concerning a road name:
   1. The GIS is correct
   2. The MSAG is correct
   3. Neither is correct
   4. Research must be conducted to determine which is correct
8. Choose the statement that is not correct regarding current MSAG Communities (as they exist in an Intrado MSAG):
   1. MSAG communities must reflect a USPS ZIP Code city name
   2. MSAG communities must reflect the name of an incorporated city.
   3. MSAG communities should help dispatchers and responders locate emergency locations more quickly
   4. MSAG communities should help resolve duplicate addresses.
9. Wireless 9-1-1 call routing is based on the MSAG and/or addressing data.
   1. True
   2. False
10. In the E9-1-1 environment, how is a wireless (cellular) 9-1-1 call routed to a PSAP?
    1. By the cell tower that carried the call – all calls from a single tower are routed by default to a single PSAP.
    2. By the antenna face of the cell tower that carried the call – all calls from a single antenna (sector) are routed by default to a single PSAP.
    3. By the 9-1-1 address of the tower that carried the call – the routing information is derived from the MSAG for this specific address.
    4. By the geographic coordinates of the cell phone that placed the 9-1-1 call.
11. Which of the following is not found in an MSAG?
    1. Left/Right address ranges
    2. Emergency Service Numbers (ESNs)
    3. Date record was updated
    4. MSAG Community assignments
12. Who is responsible for maintaining the MSAG?
    1. The GIS or IT Department
    2. The PSAP/9-1-1 Dispatch
    3. The Department in charge of rural addressing
    4. Any of these or any other person or department as determined by the 9-1-1 office and local officials
13. Who is responsible for generating wireless routing sheets?
    1. PSAPs
    2. GIS Providers
    3. Wireless Carriers
    4. All of the above
14. In the E9-1-1 dispatch, Emergency Service Number (ESN) translates into one law enforcement, one fire, and one Emergency Medical Service (EMS/ambulance) agency responsible for emergency response based on a caller location.
    1. True
    2. False
15. Automatic Location Identification (ALI) is a database containing address information for all the associated phone numbers.
    1. True
    2. False
16. O/E/B column in the MSAG data represent address parity for a street.
    1. True
    2. False
17. PSAP boundaries are maintained statewide an can encompass –
    1. Only one GIS Provider
    2. One or more GIS Providers
    3. One telephone exchange
    4. None of the above
18. MSAG Scenario: A new address is added to an existing road in the MSAG with a range that can accommodate the new address.
    1. The MSAG must be updated
    2. No change is needed
    3. None of the above
19. MSAG Scenario: An existing road is rerouted and renamed or readdressed (example: when the state changes the mile markers on state highways)
    1. The MSAG must be updated
    2. Only GIS data need to updated
    3. No change is needed
    4. Both MSAG and GIS data need to be updated
20. MSAG updates for New Mexico can be submitted via the Intrado 911NET Portal.
    1. True
    2. False
21. MSAG Scenario: If ALI records are tied to a street that is abandoned, how do you update the MSAG?
    1. Delete the MSAG record in the 911NET
    2. Assign all the TNs for the abandoned street to a new MSAG record in the database and delete the MSAG record
    3. Must maintain abandoned road in the MSAG
    4. None of the above
22. MSAG Scenario: A road is lengthened and new addresses were assigned by a County Rural Addressor that is outside the existing address range for the street in the MSAG
    1. Contact the County Rural Addressor to reissue addresses within the range
    2. Extend the address range for the corresponding street in the MSAG based on the GIS data
    3. Contact the County Rural Addressor to rename the extended road.
    4. None of the above
23. An MSAG 701 error in the E9-1-1 Database refers to
    1. House number out of range in the MSAG
    2. Street not found in the MSAG
    3. Street name is invalid
    4. Invalid house format
24. An MSAG 709 error in the E9-1-1 Database refers to
    1. House number out of range in the MSAG
    2. Street not found in the MSAG
    3. Street name is invalid
    4. Invalid house format
25. Next Generation 9-1-1 offers geospatial routing, means –
    1. The 911 caller location data is queried through all GIS layers for appropriate dispatch agencies
    2. The 911 caller location data is verified with the MSAG and ALI databases for appropriate dispatch agencies
    3. Both a and b are True
    4. None of the above