AT&T
External Data Provider Error Summary Guide

Version 03.15.2018

west

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Error Summary Guide

This guide lists error codes and descriptions that could occur during Service Order Input (SOI) processing and/or data reconciliation. Information regarding R-Record errors can be found in the *AT&T-Southwest FOC-R Error Correction Procedures* and *AT&T-Southwest R-Record Overview for ALI Service Providers* documents.

The purpose of this guide is to provide information on how errors are caused and possible corrective actions. This guide should be used as a point of reference when reviewing errors.

To provide all users with a quick cross-reference guide, this guide also identifies the variations in error codes between the AT&T E911 Database Management System (DBMS) and the West Safety Services Transaction Services System (TSS) systems.

The most current version of this document will be available in the Document Library in the Intrado Unified Portal (IUP).

References

This Error Summary Guide is referenced in the *AT&T-Southwest Data Reconciliation Procedures Overview*, the *AT&T-West Data Reconciliation Procedures Overview,* the *AT&T-Southwest FOC-R Error Correction Procedures*, and the *AT&T-Southwest R-Record Overview* for ALI Service Providers documents located in the IUP Document Library.

Service Order Errors

The following table lists error codes and descriptions that could occur during SOI processing.

Note: West Safety Services TSS Error Codes with more than one associated DBMS error code are shown in blue.

West TSS Error Code	AT&T DBMS Error Code	Error Message	Occurs when…	AT&T Corrective Action	TSS Reprocessing
100	012	Customer code not numeric	The customer code on the incoming record is not numeric.	Issue a SOI record with the correct customer code.	Yes
101	723	NPA/NXX record not found	The translation for the given NPA/NXX was not found in the Prefix Table.	Verify that the NPA/NXX is valid. If not, take corrective action according to internal procedures. If the NPA/NXX is correct, follow the process and procedures to add the NPA/NXX to the Prefix Table.	Yes
103	003	Main (Pilot) TN not numeric	The Main (Pilot) TN is not made up of ten numeric characters.	Verify that the Main (Pilot) TN is not valid and then take corrective action according to internal procedures.	No
105	None	Customer name missing	The customer name on the incoming record is blank.	Determine the correct customer name and take corrective action according to internal procedures.	No
107	None	House number is invalid	The house number on the incoming record contains invalid characters.	Determine the correct house number and take corrective action according to internal procedures.	No
108	None	RUNP does not exist	SOI processing parameters have not been set up for the COID and State on the error record.	Verify the COID and State are correct and take corrective action according to internal procedures.	No

West TSS Error Code	AT&T DBMS Error Code	Error Message	Occurs when…	AT&T Corrective Action	TSS Reprocessing
115	009	Class of Service invalid	The incoming record contains a class of service that is not defined as E9-1-1 valid.	Determine the correct class of service and then take corrective action according to internal procedures.	Yes
120	002	TN is not numeric or is an invalid TN	The TN on the record is not made up of ten numeric characters or has an invalid character.	Determine the correct TN and then take corrective action according to internal procedures.	No
	011	Attempted an illegal main number default	An attempt was made to default part of a Main (Pilot) TN that already had a distinct component. (ex. leaving the Main NXX blank while providing an NPA)	Determine the correct Main (Pilot) TN and then take corrective action according to internal procedures.	No
126	010	Invalid type of service	The incoming record contains a type of service that is not defined as E9-1-1 valid.	Determine the correct type of service and then take corrective action according to internal procedures.	Yes
404	788/790	Locked R-Record	The incoming SOI record encounters a locked R-Record or The incoming SOI delete record is attempting to delete a R-Record.	Determine the correct ALI provider and take corrective action according to internal procedures.	Y

West TSS Error Code	AT&T DBMS Error Code	Error Message	Occurs when…	AT&T Corrective Action	TSS Reprocessing
405	788	TN submitted to incorrect ALI (FOC-R)	The incoming SOI record contains a MSAG-valid address, but the ESSID/ESN combination is managed by another ALI provider.	Determine the correct ALI provider and take corrective action according to internal procedures.	N
701	701	House number is not in MSAG range	The street name and community on the incoming record match a street name and community on an MSAG, but the house number is not within the MSAG house number range.	Determine if the street range exists in the MSAG and take corrective action according to internal procedures.	Yes
702	702	Record already exists, insert not allowed	The TN on the SOI record with an insert (I) function code already exists in the TN database.	This will auto correct and not create an error because SOI processing is set to convert an "I" to a "C" FOC if there is an existing record in TSS with the same Company ID.	Yes
703	703	Main (Pilot) TN not found	The Main (Pilot) TN on the SOI record is not in the TN database.	Determine if the Main (Pilot) TN sent is the correct Main account number and take corrective action according to internal procedures.	Yes
	741	Main (Pilot) TN is already a subline	An attempt was made to insert a subline whose main number is already a subline to another line. This would leave this number without a valid main number.	Determine the correct Main (Pilot) TN and update records according to internal procedures.	Yes

West TSS Error Code	AT&T DBMS Error Code	Error Message	Occurs when…	AT&T Corrective Action	TSS Reprocessing
704	704	TN record does not exist for delete	The TN on the SOI record with a delete (D) function code does not exist in the TN database.	Determine if the TN should be in the database and then take corrective action according to internal procedures.	No
705	705	Main (Pilot) TN record does not exist for delete	The Main (Pilot) TN on the SOI record with a delete (D) function code does not exist in the TN database.	Determine if the TN should be in the database and then take corrective action according to internal procedures.	No
709	701	Street not found in MSAG	The directional prefix, street name, directional suffix, community, and/or state on the incoming record cannot be found in the MSAG.	Determine if the street exists in the MSAG and take corrective action according to internal procedures.	Yes
710	710	Customer code mismatch on change	The customer code on the change record does not match.	Verify the customer code and take corrective action according to internal procedures.	Yes
711	711	Customer code mismatch on delete	The customer code on the delete record does not match.	Verify the customer code and take corrective action according to internal procedures.	Yes
	739	Street names do not match on delete	A delete order is submitted with a street name different than what is in the database.	Verify street name and take corrective action according to internal procedures.	Yes
712	712	Record does not exist for change	The SOI change record does not exist in the database.	This will auto correct and not create an error because SOI processing is set to convert a "C" to an "I" FOC if there isn't an existing record in TSS.	Yes

West TSS Error Code	AT&T DBMS Error Code	Error Message	Occurs when…	AT&T Corrective Action	TSS Reprocessing
713	738	Pilot number mismatch on **Insert**	An insert order was received on a TN that exists in the database as a subline to a different Main (Pilot) TN. **Note**: TSS applies Insert to Change functionality, so the error record is written as a Change function.	Re-evaluate the TN account and if the Main (Pilot) TN in the E9-1-1 database is correct, issue a SOI record with the correct Main (Pilot) TN. If the Main (Pilot) TN in the E9-1-1 database is incorrect, issue a delete (D) SOI record to remove the old TN record. TSS reprocessing will then push the 713 error through.	Yes
	None	Pilot number mismatch on **Unlock**	An unlock order was received on a TN that exists in the database as a subline to a different Main(Pilot) TN.	Review the TN account. If the TN should be unlocked, reissue the SOI record using the Main (Pilot) TN that exists on the TN record in the database.	Yes
	None	Subline **Delete** attempted on Pilot TN	A SOI record is being processed with a function code equal to 'D' for a Subline record, but the record in the database is a Main (Pilot) TN with subline(s).	Review the TN account. If the TN should be deleted, issue a SOI record to correct sub-line associations and a SOI record to delete the TN as the Main (Pilot) TN. Otherwise, if the number is correct in the database, issue an SOI record to delete the error.	Yes
716	706	Service order error field is populated	The incoming SOI record contains data in the RC1, RC2, and/or RC3 fields (source error data).	Verify the service order error code(s) and take corrective action according to internal procedures.	No
731	794	A TN modification date discrepancy was detected	The SOI record could not be processed because a record with the same or later completion date already exists.	Determine the correct record information and take corrective action according to internal procedures.	No

West TSS Error Code	AT&T DBMS Error Code	Error Message	Occurs when…	AT&T Corrective Action	TSS Reprocessing
734	744	Main (Pilot) TN not found for delete	The Main (Pilot) TN being deleted does not exist in the TSS database.	Determine that the correct Main (Pilot) TN was sent on the delete request. If not, take corrective action according to internal procedures.	Yes
735	783	Completion Date Error	The completion date of the TN record in the 911 database is later than the completion date of the incoming transaction. In the case of a delete transaction the completion date in the 911 database is the same day or later than the date of the transaction.	Determine if the TN is live or disconnected and either validate or delete the error record according to internal procedures.	No
737	737	No matching exchange in MSAG	The Exchange on the incoming service order record does not match the Exchange on the existing MSAG.	Determine if the street exists in the MSAG and/or if the exchange on the error record should be changed and take corrective action according to internal procedures.	Yes
738	709	MSAG update caused orphaned TN records	An update was made to an MSAG that caused an associated TN to become orphaned.	Verify the correct MSAG-valid address and take corrective action according to internal procedures.	Yes
741	748	Private Switch Range Violation	An attempt was made to insert a subline whose Main (Pilot) TN is already a subline to another line. This would leave this TN without a valid Main (Pilot) TN.	Verify correct relationship between the Main (Pilot) TN and subline(s). Take corrective action according to internal procedures.	No

West TSS Error Code	AT&T DBMS Error Code	Error Message	Occurs when…	AT&T Corrective Action	TSS Reprocessing
	749	Private Switch Range Violation	An attempt was made to insert a subline whose Main (Pilot) TN is already a subline to another line. This would leave this number without a valid Main (Pilot) TN.	Verify correct relationship between the Main (Pilot) TN and subline(s). Take corrective action according to internal procedures.	No
	750	Invalid Private Switch Range	An attempt was made to insert a subline whose Main (Pilot) TN is already a subline to another line. This would leave this number without a valid Main (Pilot) TN.	Verify correct relationship between the Main (Pilot) TN and subline(s). Take corrective action according to internal procedures.	No
742	None	Service Class Does Not Match Main (Pilot) TN	The incoming service class of the SOI record/subline does not match the service type of the Main (Pilot) TN.	Verify correct service class on the Main (Pilot) TN and subline(s). Take corrective action according to internal procedures. **Note**: With current AT&T processing settings, this error will not occur.	No
743	None	Service Type Does Not Match Main (Pilot) TN	The incoming service type of the SOI record/subline does not match the service type of the Main (Pilot) TN.	Verify correct service type on the Main (Pilot) TN and subline(s). Take corrective action according to internal procedures. **Note**: With current AT&T processing settings, this error will not occur.	No
744	None	Customer Name Does Not Match Main (Pilot) TN	The incoming customer name on the SOI record/subline does not match the customer name on the Main (Pilot) TN.	Verify correct customer name on the Main (Pilot) TN and subline(s). Take corrective action according to internal procedures. **Note**: With current AT&T processing settings, this error will not occur.	Yes

West TSS Error Code	AT&T DBMS Error Code	Error Message	Occurs when…	AT&T Corrective Action	TSS Reprocessing
745	732	Multiple MSAG record exchange matches found	The community on the incoming SOI record is blank and the exchange to community translation identifies more than one MSAG range with the same house number, street name, and exchange.	Verify correct community and take corrective action according to internal procedures. **Note:** This will only be seen if Exchange-Community translations are used and the service order record received at West Safety Services has a blank community.	745
749	707	Customer code does not match Main (Pilot) TN	The customer code on the incoming SOI record does not match the Main (Pilot) TN in the database.	Verify the customer code and take corrective action according to internal procedures.	749
751	700	Invalid function code	The incoming SOI record contains an invalid function code.	Verify the function code and take corrective action according to internal procedures. Valid codes are: I (insert), C (change), D (line delete), P (pilot delete), U (unlock), and M (migrate).	No
752	None	Invalid Company ID	The incoming SOI record contains a Company ID that does not exist in the company table. This does not occur when the Company ID field is blank in the SOI record.	Verify the correct Company ID and take corrective action according to internal procedures.	Yes
753	771	No record exists on unlock	The TN on the incoming Unlock SOI record does not exist in the E9-1-1 database.	Verify the correct TN was submitted and take corrective action according to internal procedures. 753 Errors are not written to the error database but are returned in the error and stat files.	No

West TSS Error Code	AT&T DBMS Error Code	Error Message	Occurs when…	AT&T Corrective Action	TSS Reprocessing
754	773	No record exists on migrate	The migrating TN does not exist in the E9-1-1 database.	This will auto correct and not create an error because SOI processing is set to convert a "M" to an "I" FOC if there isn't an existing record in TSS.	Yes
755	863	Unable to migrate a locked record	An incoming migrate SOI record is locked in the E9-1-1 database to another carrier.	Contact the donor company to submit the unlock SOI record. **Note:** 755 Errors will reprocess for 3 days looking for the unlock service order from the donor company. If no unlock order has been received this will change to a 760 error.	No
756	767	Company ID mismatch on change	The Company ID on the incoming Change SOI record does not match the Company ID on the existing TN record.	Verify the Company ID and take corrective action according to internal procedures.	Yes
757	768	Company ID mismatch on delete	The Company ID on an incoming delete SOI record does not match the Company ID on the existing TN.	Verify the Company ID and take corrective action according to internal procedures.	Yes
758	772	Company ID mismatch on unlock	The Company ID on the incoming unlock service order record does not match the Company ID on the existing TN record.	Verify the Company ID and take corrective action according to internal procedures.	Yes
760	763	The migrate order was tried unsuccessfully a designated number of times	This error occurs when a 755 Error exceeds the amount of authorized reprocessing (3 calendar days).	Contact the donor company to submit the unlock SOI record.	Yes

West TSS Error Code	AT&T DBMS Error Code	Error Message	Occurs when…	AT&T Corrective Action	TSS Reprocessing
761	None	Main (Pilot) TN Company ID mismatch	The Company ID on the incoming service order record does not match the Company ID on the existing Main (Pilot) TN.	Verify the Company ID and take corrective action according to internal procedures.	Yes
763	740	Delete record is for an individual line TN. The TN in the E9-1-1 database is a Main (Pilot) TN with sub-line(s)	A SOI record is being processed with a function code equal to 'D' on a Main (Pilot) TN and subline(s) exist.	Review the TN account. If the TN should be deleted, issue a SOI record to correct sub-line associations and a SOI record to delete the TN as the Main (Pilot) TN. If the number is correct in the database, delete the error.	No
766	764	Insert attempted on a TN that is unlocked	Insert attempted on a TN that is unlocked. Once a TN record has been successfully unlocked, the only valid function of change is "M" or migrate.	Change the FOC on the record to a "M". If the existing record is unlocked in the database, the record will process. If the existing record is locked in the database, the error will be saved as a 755 error. See 755 error.	
767	765	Change attempted on a TN that is unlocked	Change attempted on a TN that is unlocked. Once a TN record has been successfully unlocked, the only valid function of change is "M" or migrate.	Change the FOC on the record to a "M". If the existing record is unlocked in the database, the record will process. If the existing record is locked in the database, the error will be saved as a 755 error. See 755 error.	Yes
768	766	Delete attempted on a TN that is unlocked	Delete attempted on a TN that is unlocked. Once a TN record has been successfully unlocked, the only valid function of change is "M" or migrate.	Change the FOC on the record to a "M". If the existing record is unlocked in the database, the record will process. If the existing record is locked in the database, the error will be saved as a 755 error. See 755 error. After the record has been successfully migrated, the TN record can then be submitted for deletion.	Yes

West TSS Error Code	AT&T DBMS Error Code	Error Message	Occurs when…	AT&T Corrective Action	TSS Reprocessing
777	None	Missing Company ID	The Company ID on the incoming service order is blank.	These errors should not be seen in the AT&T regions. Incoming records with blank Company ID fields will be populated with the default Company ID for the SOI file source. If a 777 error occurs, submit a Helpdesk Ticket to West Safety Services for investigation.	No
781	None	Delete error record; no TN match	The TN on the SOI record with a delete error (E) function code does not exist in the error database.	These errors are rare and are not written to the error database; these will be seen only on the Error and Stats report.	No
783	None	Unlock for Main (Pilot) TN with subline(s)	The unlock function on the Main (Pilot) TN cannot be completed because the Main (Pilot) TN's sublines must be unlocked.	Determine appropriate lock status of sublines and take corrective action according to internal procedures.	Yes
785	785	Bad location data or illegal operation on location field and/or flags	Signifies a problem with the location field or location flags, such as: unknown location flag value, unknown location label, illegal address/line location flag combinations, or an overflow in the location field when factoring in address element changes from a Main (Pilot) TN to its subline.	Verify the location information and take corrective action according to internal procedures.	No

West TSS Error Code	AT&T DBMS Error Code	Error Message	Occurs when…	AT&T Corrective Action	TSS Reprocessing
786	784	Illegal Secondary Location Address (SLA) Operation/Supplemental Data Error	Signifies a problem with the SLA, such as an unknown SLA value or an illegal operation for the specified SLA.	Verify the SLA information and take corrective action according to internal procedures.	No
792	786	Supplemental data error	Required supplemental data was not present in a transaction or not found for an existing record.	Verify the supplemental data information and take corrective action according to internal procedures.	No
	781	A locked record already exists in E9-1-1 with a Company ID mismatch	The TN on insert record already exists in the TN database with a different Company ID.	Contact the donor company to submit the unlock SOI record. After the record has been unlocked, change the FOC on the error to "M" and submit.	Yes
797	732	More than one matching MSAG with an invalid entity exists.	The TN record is unable to post to the MSAG where the entity (ESSID) is not the valid entity (ESSID) for the NPANXX due to multiple matching MSAGs. Example: Prefix is in ESSID 24 Address on TN is 500 MAIN ST, BOULDER, which fits within the two MSAG ranges below: [MSAG 1] 1-500 MAIN ST, LA, ESSID 2 [MSAG 2] 1-600 MAIN ST, LA, ESSID 8	If **MSAG exchange matching is enabled**, please ensure the update includes an exchange that matches the correct MSAG. If error persists with a valid exchange, please contact AT&T to update or remove the overlapping range. If **MSAG exchange matching is disabled**, please ensure the TN is within the proper rate area for the address. If you believe the TN is within the proper rate area for the address, please contact AT&T to determine if an alternate Entity should be setup for the TN's prefix.	No

West TSS Error Code	AT&T DBMS Error Code	Error Message	Occurs when…	AT&T Corrective Action	TSS Reprocessing
798	None	Company ID does not match File ID	The File ID on the incoming service order file does not have permission to submit records for the Company ID contained on the record.	Verify the Company ID and File ID and take corrective action according to internal procedures.	No
819	819	Subline did not pass S or L check.	The changes made to the PN record were not applied to the subline because the address and/or Location data on the subline are different than the PN.	This is an informational error and can only be deleted.	No
820	819	Subline unchanged	A change was made to this subline's Main (Pilot) TN.	Verify if the change should be applied to the subline and take corrective action according to internal procedures. **Note:** This is an informational error and can only be deleted.	No
	820	Subline unchanged	Either the existing subline or the incoming Main (Pilot) TN change contains line location data.	Verify the address information and take corrective action according to internal procedures. **Note:** This is an informational error and can only be deleted.	No

West TSS Error Code	AT&T DBMS Error Code	Error Message	Occurs when…	AT&T Corrective Action	TSS Reprocessing
	821	Subline unchanged	A change was made to the Main (Pilot) TN. The incoming Main (Pilot) TN record is marked non-SLA and the original Main (Pilot) TN record was marked SLA.	Verify the line location data and take corrective action according to internal procedures. **Note:** This is an informational error and can only be deleted.	No
825	825	Location comment flag set on a change	An attempt was made to change a record that has the location comment flag set. This is an informational error, therefore the record was processed but the location and telco comment fields remained unchanged.	Verify the location comment flag and take corrective action according to internal procedures.	No
826	826	Location Flag Set on Migrate	An attempt was made to migrate a record that has the location comment flag set. This is an informational error, therefore the record was processed but the location and telco comment fields remained unchanged.	Verify the location comment flag and take corrective action according to internal procedures.	No

West TSS Error Code	AT&T DBMS Error Code	Error Message	Occurs when…	AT&T Corrective Action	TSS Reprocessing
833	833	Location Flag Set on Delete	The location comment flag was set on a deleted record. This is an informational error, therefore the record was deleted despite this error occurring. This may result from a delete or Main (Pilot) TN delete. In the case of a deleted subline during a Main (Pilot) TN delete, the subline's record will appear in the error table.	Verify the location comment flag and take corrective action according to internal procedures. **Note**: This is an informational error and can only be deleted.	No
840	800	Entity mismatch between the MSAG and prefix table (DBMS description: English language translation not found)	The TN record posted to a MSAG where the entity (ESSID) is not the valid entity (ESSID) for the NPANXX. This is an informational error, therefore the record was processed but the ELT information should be verified.	Verify the ELT for the entity (ESSID) on the MSAG. **Note**: This is an informational error and can only be deleted.	No
881	881	SLA/primary address discrepancy	Mismatch between the Main (Pilot) TN's SLA flag and the subline's SLA flag when the address information is the same.	Verify the address information and take corrective action according to internal procedures. **Note:** This is an informational error and can only be deleted.	No
None	302	MSAG range overlap on an insert or change	Error code will not occur. This is an on-screen error message.	TSS screen error: TSS does not allow change that will result in overlap.	N/A

West TSS Error Code	AT&T DBMS Error Code	Error Message	Occurs when…	AT&T Corrective Action	TSS Reprocessing
None	303	MSAG record does not exist for a change	Error code will not occur. This is an on-screen error message.	TSS screen error: MSAG updates occur in MURS and MSNC which will not allow updates to non-existent MSAGs.	N/A
None	307	MSAG record does not exist on a delete	Error code will not occur. This is an on-screen error message.	TSS screen error: MSAG deletes occur in MURS which will not allow non-existent MSAGs to be deleted.	N/A
None	310	Valid ESN/Community or county mismatch	Error code will not occur. This is an on-screen error message.	Determine if the MSAG needs corrected or the ESN/Community/State combination needs to be added to the ESN-Community-State table and take corrective action according to internal procedures.	N/A
None	311	Only one record specified for a split or combine	Error code will not occur. This is an on-screen error message.	Verify the ranges selected for split or combine. If incorrect, correct the entries and retry. If the intent was to shorten or extend a range, a change operation should be performed.	N/A
None	312	Split, join, or change would leave orphaned TN records	Error code will not occur. This is an on-screen error message.	TSS and 9-1-1NET screen error.	N/A
None	314	Low house number is greater than the high house number	Error code will not occur. This is an on-screen error message.	TSS and 9-1-1NET screen error: System does not allow change.	N/A
None	320	Illegal odd/even indicator value	Error code will not occur. This is an on-screen error message.	TSS screen error: System does not allow change.	N/A
None	321	Community name field not populated	Error code will not occur. This is an on-screen error message.	TSS and 9-1-1NET screen error: System does not allow change.	N/A

West TSS Error Code	AT&T DBMS Error Code	Error Message	Occurs when…	AT&T Corrective Action	TSS Reprocessing
None	323	Non-numeric character in ESN or blank ESN	Error code will not occur. This is an on-screen error message.	TSS screen error: System does not allow change.	N/A
None	331	Range overlap on an ABRV record associated with a MSAG change.	Error code will not occur. This is an on-screen error message.	Screen message: "MSAG has ATRNS" will appear. Submit a ticket to West Safety Services to update the ATRNS (address translation) table.	N/A
None	360	MSAG record not owned by your company	Error code will not occur.	9-1-1NET screen error: MSAGs will be built to state, not Company ID. 9-1-1NET users will not be able to change MSAGs not assigned to them.	N/A
None	720	NPA to NPD translation not found	Will not occur.	There are no checks against SR or ALI. This error will not be seen.	N/A
None	721	Type of service is a foreign exchange	Will not occur.	There are no checks against SR or ALI. This error will not be seen.	N/A
None	724	Non-numeric character in ESN or blank ESN	Will not occur.	There are no checks against SR or ALI. This error will not be seen.	N/A
None	745	Illegal FOC during a bulk load	Will not occur.	There are no checks against SR or ALI. This error will not be seen.	N/A
None	769	Clerical and ERROR record Company IDs do not match	Will not occur.	There are no checks against SR or ALI. This error will not be seen.	N/A
None	770	Clerical and TN record Company IDs do not match	Will not occur.	There are no checks against SR or ALI. This error will not be seen.	N/A

West TSS Error Code	AT&T DBMS Error Code	Error Message	Occurs when…	AT&T Corrective Action	TSS Reprocessing
None	782	Buffer size exceeded for one or more fields	Will not occur.	There are no checks against SR or ALI. This error will not be seen.	N/A
None	787	Invalid Reseller	Error code will not occur. West Safety Services will provide AT&T with weekly reports by email containing TN records where the reseller ID in the COID2 field is not a valid ID in the company table (COMT).	Determine the correct reseller ID and take corrective action according to internal procedures.	No
None	792	Migrate-reprocess-queue-submission attempted on a TN that has an existing queued Migrate waiting to be reprocessed by clec ali mode 2	Will not occur.	There are no checks against SR or ALI. This error will not be seen.	N/A

Data Reconciliation Errors

The following table lists error codes and descriptions that could occur during Data Reconciliation. Data Reconciliation errors are informational only and can only be deleted; however, TN records in TSS can be updated manually or via a SOI file.

Note: The term "Source" refers to the extract of customer record information received from AT&T's Source System(s) used in the Data Reconciliation process.

West Error Code	DBMS Error Code	Error Message	Occurs when…	AT&T Corrective Action	TSS Reprocessing
102	2034	TN Compare: Company ID mismatch	This will occur during the reconciliation process if the Company ID field in Source does not match the Company ID field in TSS.	Determine which Company ID field is correct and take corrective action according to internal procedures.	No
103	None	TN Compare: Invalid Main (Pilot) TN	This will occur during the reconciliation process if there are invalid characters in the Main (Pilot) TN field.	Determine the correct Main (Pilot) TN and take corrective action according to internal procedures.	No
104	None	TN Compare: Missing TN in Source	This will occur during the reconciliation process if the TN is found in the TSS database and not in Source.	Determine if the TN belongs in the database and take corrective action according to internal procedures.	No
106	None	TN Compare: Unable to parse address	This will occur during the reconciliation process if the address is not parsed correctly during the compare.	Determine the correct address and take corrective action according to internal procedures.	No

West Error Code	DBMS Error Code	Error Message	Occurs when…	AT&T Corrective Action	TSS Reprocessing
107	None	TN Compare: House number mismatch	This will occur during the reconciliation process if the house number in Source does not match the house number in TSS.	Determine the correct house number and take corrective action according to internal procedures.	No
110	2003	TN Compare: Street pre direction mismatch	This will occur during the reconciliation process if the pre directional in Source does not match the pre-directional in TSS.	Determine which pre directional is correct and take corrective action according to internal procedures.	No
112	2003	TN Compare: Street name mismatch	This will occur during the reconciliation process if the street address in Source does not match the street address in TSS.	Determine which street address is correct and take corrective action according to internal procedures.	No
113	2007	TN Compare: Main (Pilot) TN mismatch	This will occur during the reconciliation process if the Main (Pilot) TN in Source does not match the Main (Pilot) TN in TSS.	Determine which Main (Pilot) TN is correct and take corrective action according to internal procedures.	No
114	2004	TN Compare: Community name mismatch	This will occur during the reconciliation process if the community name in Source does not match the community name in TSS.	Verify the community name and take corrective action according to internal procedures.	No

West Error Code	DBMS Error Code	Error Message	Occurs when…	AT&T Corrective Action	TSS Reprocessing
116	2003	TN Compare: House number suffix mismatch	This will occur during the reconciliation process if the house number suffix in Source does not match the house number suffix in TSS.	Determine which house number suffix is correct and take corrective action according to internal procedures.	No
120		TN Compare: Invalid TN	This will occur during the reconciliation process if the TN field is empty or contains non-numeric characters.	Determine the correct TN and take corrective action according to internal procedures.	No
121	2008	TN Compare: Location field mismatch	This will occur during the reconciliation process if the location field in Source does not match the location field in TSS.	Determine which location field is correct and take corrective action according to internal procedures.	No
122	None	TN Compare: Exchange mismatch	This will occur during the reconciliation process if the exchange in Source does not match the exchange in TSS.	Determine which exchange is correct and take corrective action according to internal procedures. **Note:** Exchange compare during recon is configurable. This is currently not compared in the West region.	No
141	None	TN Compare: Invalid cus code	This will occur during the reconciliation process if the customer code is missing or contains non-numeric characters.	Determine the correct customer code and take corrective action according to internal procedures.	No

West Error Code	DBMS Error Code	Error Message	Occurs when…	AT&T Corrective Action	TSS Reprocessing
143	2005	TN Compare: Class of service mismatch	This will occur during the reconciliation process if the class of service in Source does not match the class of service in TSS.	Determine which class of service is correct and take corrective action according to internal procedures.	No
144	2006	TN Compare: Type of service mismatch	This will occur during the reconciliation process if the type of service in Source does not match the type of service in TSS.	Determine which type of service is correct and take corrective action according to internal procedures.	No
152	None	TN Compare: Duplicate TNs	This will occur during the reconciliation process if a duplicate TN is found in TSS.	Determine which TN contains the correct information and take corrective action according to internal procedures.	No
153	2000	TN Compare: TN does not exist in the 9-1-1 database or is owned by another company	This will occur during the reconciliation process if a TN is in Source but either the TN does not in TSS or it exists with a different COID.	Determine if the record belongs in the database and take corrective action according to internal procedures.	No
154	None	TN Compare: TN exists as a FOC-R error	This will occur during the reconciliation process if a TN is in Source but TSS has a FOC-R record in the FOC-R table for the same TN.	Determine if the record belongs in the database and take corrective action according to internal procedures.	No

West Error Code	DBMS Error Code	Error Message	Occurs when…	AT&T Corrective Action	TSS Reprocessing
166	None	TN Compare: Completion date invalid or missing	This will occur during the reconciliation process if the completion date contains invalid characters or is missing.	Determine the correct record information and take corrective action according to internal procedures. **Note:** Completion date compare during recon is configurable. This is currently not compared in the West region.	No
170	None	TN Compare: Completion date mismatch	This will occur during the reconciliation process if the completion date in Source does not match the completion date in TSS.	Determine the correct record information and take corrective action according to internal procedures. **Note:** Completion date compare during recon is configurable. This is currently not compared in the West region.	No
174	2033	TN Compare: Reseller ID field mismatch	This will occur during the reconciliation process if the reseller ID field in Source does not match the reseller ID field in TSS.	Determine which reseller ID field is correct and take corrective action according to internal procedures.	No
180	2003	TN Compare: State mismatch	This will occur during the reconciliation process if the state in Source does not match the state in TSS.	Determine the correct state and take corrective action according to internal procedures.	No

West Error Code	DBMS Error Code	Error Message	Occurs when…	AT&T Corrective Action	TSS Reprocessing
181	2031	TN Compare: Zip Code mismatch	This will occur during the reconciliation process if the Zip Code in Source does not match the Zip Code in TSS.	Determine the correct Zip Code and take corrective action according to internal procedures. **Note:** Zip code compare during recon is configurable. This is currently not compared in the West region.	No
185	None	TN Compare: Location cannot be parsed	This will occur during the reconciliation process if the location is not parsed correctly during the compare.	Determine the correct location and take corrective action according to internal procedures.	No
187	None	TN Compare: SLA mismatch	This will occur during the reconciliation process if the SLA indicator in Source does not match the SLA indicator in TSS.	Determine if the correct SLA indicator and take corrective action according to internal procedures.	No
189	None	TN Compare: SLA address mismatch	This will occur during the reconciliation process if the SLA address in Source does not match the address in TSS.	Determine the correct address and take corrective action according to internal procedures.	No
190	2002	TN Compare: Customer code mismatch	This will occur during the reconciliation process if the customer code in Source does not match the customer code in TSS.	Determine which customer code is correct and take corrective action according to internal procedures.	No

West Error Code	DBMS Error Code	Error Message	Occurs when…	AT&T Corrective Action	TSS Reprocessing
191	2001	TN Compare: Customer name mismatch	This will occur during the reconciliation process if the customer name in Source does not match the customer name in TSS.	Determine which customer name is correct and take corrective action according to internal procedures.	No
193		TN Compare: Pub flag or FX flag mismatch	This will occur during the reconciliation process if the Pub and FX flags do not match the type of service in TSS.	Verify the type of service and take corrective action according to internal procedures.	No
198	None	TN Compare: Invalid publish flag	This will occur during the reconciliation process if the PUB field contains invalid characters.	Determine the correct PUB indicator and take corrective action according to internal procedures.	No
199	None	TN Compare: Invalid foreign exchange	This will occur during the reconciliation process if the foreign exchange field contains invalid characters.	Determine the correct foreign exchange indicator and take corrective action according to internal procedures.	No
None	2031	TN Compare: SD1 fields mismatch	Will not occur.	This field does not exist in TSS so this error will not occur. Refer to error codes 182 and 182.	N/A
None	2032	TN Compare: SD2 fields mismatch	Will not occur.	This field does not exist in TSS so this error will not occur.	N/A

Version History

Version Date	Summary of Changes
09.23.2015	Initial Release
11.11.2015	AT&T Updates
12.29.2015	Intrado Updates
01.13.2015	AT&T Updates
01.14.2015	Intrado Updates
01.15.2015	Joint Review
01.27.2016	153 Error update
04.09.2016	713 Error updates/updated Intrado to West Safety Services
12.02.2016	Rebranding changes from Intrado to West Safety Services.
03.28.2017	Error Added (108)
04.24.2017	Error Added (154)
02.22.2018	West Safety Services Updates- Consolidation of Error Guides