Magrathea NTSAPI 999 Appendix (Ireland)

This details the additional commands to the 'Number Translation Service' API documentation and should be read in conjunction with the main Numbering API Instructions document.

Access to the emergency services in Ireland is handled initially by an Emergency Call Answering Service (ECAS) who answer the phone call, confirm address details and then pass the call to the appropriate local emergency services operator.

In order that name and address details are available, data must be submitted in advance to the ECAS for each phone number that may make 999 calls.

The primary concern is that ALL data submitted should be valid as the purpose of the information is to speed up handling of 999 calls and the despatch of the relevant emergency services.

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Address Guidance

Operators shall submit addresses for all numbers in a standard format with eight address line fields.

It should be noted that the fields to be used will depend on the address data in question.

All addresses component fields shall be provided in English except in the case where the official local authority name for the town or locality is in Irish and this name can be referenced in the An Post Geodirectory Database, the Irish name may be provided for the address component.

Operators shall ensure that address component values are provided using correct spelling for all localities, streets, towns etc. The data contained within the GeoDirectory database shall be considered the single authoritive source for correct spelling of address component values.

Commands

All commands related to 999 data processing will be of the following form:

```
INFO <number> 999 <instruction> [value]
```

Operational commands

INFO <number> 999 CREATE

This command is used to create a new 999 record for the number given. This must be used before any other 999 commands and should only be used once which will return:

```
0 Record created
```

Subsequent uses of this command will fail and return:

```
1 Create failed (record exists)
```

This does not affect the status of any existing data.

INFO <number> 999 VALIDATE

This command is used to commence the actual data submission process. Before using this command, you should ensure that the data provided in all fields is correct and present.

There are several stages to the validation process. Initial basic validation is performed immediately to ensure that fields are completed and that the data appears valid. If this is all passed correctly, then you may receive the response:

```
0 Information Valid
```

If a secondary validation stage is deemed necessary before submission (this is usually the case) then you will receive the response:

```
1 Parsed OK. Check later for status.
```

This response means that whilst initial checks are completed, a further set of checks are being performed before the information is transmitted to the ECAS.

A selection of records may be selected randomly for this extra checking to ensure the quality of data submitted to the ECAS is acceptable.

```
2 Validation failed
```

This means that validation of the address data submitted has failed. This is a fatal error – until you check and resubmit the data and issue another VALIDATE command, nothing will be submitted to the ECAS.

INFO <number> 999 STATUS

This command retrieves the status of submission for the number and a variety of responses are possible.

`0 Accepted`

This response means that the information was submitted to the ECAS and has been processed and validated by them successfully and is now live in the 999 database.

`1 Info received`

Some data has been provided for the number but this has **NOT** yet been submitted to the ECAS because it has not yet been validated. You MUST issue a successful VALIDATE command for the data to be submitted to the ECAS.

`2 Info awaiting further validation`

Data has been provided and is awaiting our secondary validation processing after which it will be automatically submitted to the ECAS.

`3 Info submitted`

Data has been provided, passed all Magrathea validation and has been submitted to the ECAS for processing.

`6 Submitted – Awaiting manual processing`

We will set the record to this state if we get a response from the ECAS that the record has gone into their manual checking queue. Usually we will get a response back after a day or two and the status will change, but it can take seven days for them to fully process it.

`8 Rejected` *`(message)`*

The information was rejected by the ECAS. This is a final error code and means you must check the data and resubmit it for processing. The 'message' text in brackets provides further details where available

`9 No record found`

No data was found for the number given

Please note that it is not unusual for it to take several days for the status to change from a status of 2 or 3 to a final '0 Accepted' or '8 Rejected' state. This is due to the fact that processing the address record may have to be done manually.

You should not issue a STATUS request more than once per day for any given number.

You should not contact Magrathea about the status for a number unless at least 7 working days have elapsed since you successfully issued a VALIDATE command on the number.

INFO <number> 999 DATA

This command will retrieve the current data stored for the number given, with a single entry on each line consisting of the entry name followed by a space and the entry value.

Once all data has been retrieved, the following response is sent:

```
9 End
```

For example:

```
INFO +35315314000 999 DATA
0 UNITNO
0 UNITNAME
0 UNITFLOOR
0 PREMISES Unit 7
0 STREETNUM Kilcarberry Park
0 THOROUGHFARE New Nangor Road
0 TOWN Dublin
0 COUNTY Dublin 22
9 End
```

If no data has been stored for the number, then you will receive:

```
9 No record found
```

Entering Name and Address details

The following commands are available to store address details for a particular number. Where restrictions on the values apply, they have been listed with each particular submission command.

The Max Size indicated for each item is the absolute maximum and cannot be increased. If a data value does not fit then use the most appropriate method to truncate the data, whilst ensuring it still provides meaningful information for the emergency services.

Please note that the submission and validation criteria applied by the ECAS are extremely strict and often records that fail any automated checking are then validated manually.

You should supply as many of the fields as possible to give the best possible chance of the emergency services locating the caller. This is used both to validate that the address the caller gives is the same as the data held but especially in the event that they get a ‘silent call’.

A successful entry will return:

```
0 Information updated
```

If the data could not be stored, you will receive:

```
1 Update failed
```

If you try to store data for a keyword that does not exist, you will receive:

```
9 Invalid keyword
```

Address Information

INFO <number> 999 UNITNO <value>

Max Size: 5 characters
The number of the unit within a building

INFO <number> 999 UNITNAME <value>

Max Size: 35 characters
The name of the unit within a building. For example, “Flat”, “Apartment”, “Office”.

INFO <number> 999 UNITFLOOR <value>

Max Size: 3 characters
The floor number of a unit within a building.

INFO <number> 999 PREMISES <value>

Max Size: 35 characters
The name of the building

INFO <number> 999 STREETNUM <value>

Max Size: 10 characters
The street number of the building

INFO <number> 999 THOROUGHFARE <value>

Max Size: 55 characters
The Street name, Townland name or Town name.

INFO <number> 999 TOWN <value>

Max Size: 50 characters
The City or Town name or Dublin Postal area.

INFO <number> 999 COUNTY <value>

The county name without the prefix, such as “Co.” or “County”.

An Example 999 NTSAPI session

Below is an example of a session to create a record, submit the data and validate the record ready for submission to the ECAS.

```
INFO +35315314000 999 CREATE
0 Record created
INFO +35315314000 999 PREMISES Unit 7
0 Information updated
INFO +35315314000 999 STREETNUM Kilcarberry Park
0 Information updated
INFO +35315314000 999 THOROUGHFARE New Nangor Road
0 Information updated
INFO +35315314000 999 TOWN Dublin
0 Information updated
INFO +35315314000 999 COUNTY Dublin 22
0 Information updated
INFO +35315314000 999 VALIDATE
1 Parsed OK. Check later for status.
```

DATA REQUIREMENTS

Operators shall where possible send records with mixed case letters, as appropriate to the field value e.g. Normal personal names and place names towns counties should be lowercase starting with a capital or as appropriate to the business name e.g. AIB Bank.

However, the import process will accept capitalisation where supplied.

When submitted through the NTSAPI, the following characters are the only valid data characters:

Character	**Printer Graphic**	**Position in Field**
Space	Space	Anywhere except first or last Character in a populated field
Full stop	.	Anywhere except first Character in a populated field
Ampersand	&	Anywhere except first Character in a populated field. Ampersand can be used instead of the word ‘and’ e.g. John & Mary etc.
Left Parenthesis	(	Anywhere.
Right Parenthesis	)	Anywhere
Minus	-	Anywhere except first Character in a populated field
Comma	,	Anywhere except first Character in a populated field
A to Z	A to Z	Anywhere in Alpha or Alpha/Numeric fields
a to z	a to z	Anywhere in Alpha or Alpha/Numeric fields
0 to 9	0 to 9	Anywhere in Numeric or Alpha/Numeric fields
Colon	:	Anywhere except first Character in a populated field