NENA Recommended Classes of Service

The following is an educational guide for telecommunicators, CPE/CHE, and CAD Vendors. Any PSAP should be able to accept and parse data from any of the following NENA-recommended classes of service.

Name of Service	Class of Service Code	Definition
Residence	RESD	Residential service
Business	BUSN	Business service, usually small to medium size.
Residence PBX	PBXR	Residential service that has a telephone system switch (PBX) installed to provide greater functionality and features.
Business PBX	PBXB	Business service, typically medium to large in size, that has a telephone system switch (PBX) installed to provide greater functionality and features.
Centrex	CNTX	Centrex is a central office-based service that provides similar functionality and features as a PBX, without the switching equipment being housed at the business's physical location.
Coin 1 Way	PAY$	Payphone service does not allow incoming calls to the telephone number.
Coin 2 Way	COIN	Payphone class of service that allows incoming calls. In an emergency, these pay phones can be called back by the 9-1-1 call taker/dispatcher.
Mobile	MOBL	Mobile service other than wireline.
Residence OPX	RSDX	Residential service that provides for an extension of the same telephone number at an address other than the main house location.
Business OPX	BSNX	Business service that provides for an extension of the same telephone number at an address other than the main house location.
Customer-Owned Coin Telephone	COCT	Customer-owned pay phone class of service that allows incoming calls. In an emergency, these pay phones can be called back by the 9-1-1 call taker/dispatcher.
VoIP Residence	VRES	Residential service that enables routing of voice conversations over the Internet or any other IP network.
VoIP Business	VBUS	Business service that enables routing of voice conversations over the Internet or any other IP network.
VoIP Coin/Pay Phone	VPAY	Coin 1 way or Coin 2 way that enables routing of voice conversations over the Internet or any other IP network.

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Other Mobile	OMBL	Anything not falling into another Mobile COS.
Wireless Phase I	WRLS	Currently being used to track the W=WRLS Phase 1 wireless implementation. There may be address information; however, it is only specific to the general area of the cell sector from where 911 was dialed.
Wireless Phase II	WPH2	Wireless Phase 2 location information, including latitude and longitude, coordinate data of the wireless caller, as determined by the wireless carrier's position determination equipment.
Wireless Phase II with Phase I Information	WPH1	Displayed when Wireless Phase 2 information is not available and Wireless Phase 1 information is used as a default or "fallback". Re-bid for Phase 2 info.
VoIP Nomadic	VNOM	Call generated by a VoIP user other than their originally provisioned fixed location using the terminal equipment from that location (i.e.: VoIP handset, laptop, VoIP terminal, PC).
VoIP Enterprise Services – Centrex & PBX	VENT	See Centrex and VOIP definition.
Text	TEXT	A Text call delivered to CHE.
Wireless E911 Civic Address	WCVC	Civic-oriented data (address) in addition to - traditional WPH2 geodetic X, Y, and Uncertainty data associated with the caller's location (where available). When this CoS is used, it indicates the civic-oriented data is not expected to meet the criteria to be "dispatchable" by either building zone (WDL1) or sub address location (WDL2).
Wireless E911 Dispatchable Location 1	WDL1	Civic-oriented data (address and building zone [where appropriate]) in addition to - traditional WPH2 geodetic X, Y, and Uncertainty data associated with the caller's location (when this CoS is used, it indicates the civic-oriented data is expected to meet the medium-quality level criteria to be "dispatchable" by building zone but also indicates a less detailed location than WDL2.)
Wireless E911 Dispatchable Location 2	WDL2	Civic-oriented data (address and sub-address location [where appropriate]) in addition to - traditional WPH2 geodetic X, Y, and Uncertainty data associated with the caller's location (where available). When this CoS is used, it indicates the civic-oriented data is expected to meet the highest quality level criteria to be "dispatchable". It indicates that the sub-address

		location within the building address is very close to the caller's location.
Supplemental Geodetic Location from Third-Party	SDXY	*** ATIS has not adopted a specific Position Source for Supplemental Geodetic Location from Third-Party
Telematics	TLMA	Currently being used for identification of calls from telematics service providers (e.g. Onstar)
VoIP Services Default COS	VOIP	Enables routing of voice conversations over the Internet or any other IP network. The voice data flows over a general-purpose packet-switched network, instead of the traditional dedicated, circuit-switched voice transmission lines.

For additional information regarding NENA Standard Data Formats for 9-1-1, refer to NENA Standard – NENA-STA-015.10-2018 - https://cdn.ymaws.com/www.nena.org/resource/resmgr/standards/nena-sta-015.10-2018_datafor.pdf