

Metropolitan Emergency Services Board
TELECOMMUNICATIONS SERVICE PROVIDER
911 TESTING CONSIDERATIONS

- The telecommunications service provider needs to identify a testing coordinator and provide that person's contact information (telephone, cell phone, pager, email, etc.) to the MESB Director of 911 Services at 651-643-8377 or 911_Dir@mn-mesb.org .
- The telecommunications service provider needs to coordinate system testing with CenturyLink, the metro area 911 system integrator. The initial contact person at CenturyLink is Dawn Evangelist at dawn.evangelist@CenturyLink.com .
- Pre-notification is required for testing involving calls to PSAPs. If possible, the telecommunications service provider should contact the Metropolitan Emergency Services Board far enough in advance to permit the Board to notify the PSAPs at least 48 hours in advance of the proposed testing.
 1. The MESB will notify the PSAPs on behalf of the service provider, and provide the testing coordinator's contact information to the PSAPs
 2. The time window for testing should not conflict with PSAP busy times (e.g. test between 9:30 am and 3:00 pm on weekdays).
- Data exchange processes between the telecommunications service provider and Intrado (CenturyLink's database provider) should be tested prior to call through testing with the PSAPs. Database records for all test numbers should be built through established database processes between the telecommunications service provider and Intrado prior to actual tests with the PSAPs.
- All general trunk tests for trunk acceptance should be conducted between the telecommunications service provider and CenturyLink prior to testing involving the PSAPs.
- Tests involving the PSAPs should include at a minimum:
 - 1) *Call through trunk tests*
 - Test trunk groups for each default PSAP and both tandems.
 - Test trunk group route advance from primary to secondary tandem.
 - Test call setup time from dialing the last digit "1" of 9-1-1 until the beginning of the audible ring.
 - Test the timeout interval for determining that a call cannot be completed on a given trunk and advancing to the next trunk.
 - Make test calls from test numbers built for each trunk group/Line Class Code. For every test call verify selective routing to the correct PSAP based on the address of the test record and display of the correct ANI, including area code; and correct ALI. Have the PSAP complete a call back to the telephone number. To test that calls can complete to all PSAPs, test numbers should be built with an MSAG valid address within each PSAP's area. The MSAG valid addresses the telecommunications service provider should use are included in the "CLEC-Pseudo Records" document, which is available on the Board web site (www.mn-mesb.org) under "Service Provider Information".

- Test calls should be made from test numbers that have **not** been built in the SR/ALI database for each trunk group/Line Class Code. For every test call verify default routing to the correct PSAP based on the Line Class Code (or jurisdiction) of the caller. Confirm that the ALI is “no record found.” Have the PSAP complete a call back to the telephone number. Default routing should be checked at **both** the primary and the secondary tandem.
- Test calls should be made from every NPA NXX.

2) *Call back tests*

The telecommunications service provider must confirm that all PSAPs can call back a test number for each NXX being used by the telecommunications service provider. Problems with this test should be identified from the PSAP direct to the telecommunications service provider test coordinator.

- The telecommunications service provider should confirm operator services (0 minus) emergency calls are handled by the company’s Operator Services provider in such a manner to insure that calls are redirected to the appropriate PSAP based on the location of the emergency, not the prefix of the caller’s telephone number.
- Results of testing should be shared in writing with the Metropolitan Emergency Services Board. The attached testing worksheets can be utilized to share the test results. All of the sheets should be completed and any items that don’t apply should be noted.
- Any re-test involving the PSAPs need to be pre-coordinated again through the Metropolitan Emergency Services Board.