



The Commonwealth of Massachusetts

State 911 Department

1380 Bay Street
Taunton, MA. 02780

508-828-2911

Fax 508-828-2585

www.mass.gov/eops

Deval L. Patrick
Governor

Kevin M. Burke
Secretary

Timothy P. Murray
Lieutenant Governor

COMMONWEALTH OF MASSACHUSETTS

STATE 911 DEPARTMENT

COMPETITIVE LOCAL EXCHANGE CARRIER (CLEC)

READINESS AND TEST PROCEDURE

12/28/09

Readiness Initiatives:

The CLEC shall:

- Forward all pertinent information requested on the CLEC information request form to the Massachusetts State 911 Department (S911D) either by FAX at 508-828-2585 or e-mail John.Dipesa@state.ma.us
- Contact the S911D to arrange system testing. This step shall occur prior to PSAP testing.
- Verify the dedicated 911 primary, secondary and TOPS trunk groups (if applicable) are in service.
- Verify call routing translations are accurate and complete.
- Verify the E-911 ALI database is MSAG validated, is up to date and has been loaded.

System Test Initiatives:

The CLEC shall:

- Coordinate date and time for testing to the Westboro Training PSAP (ESN 979) with S911D contact.
- Provision four telephone numbers with individual addresses for ALI display using ESN 979.
- Coordinate necessary resources including S911D and any other stakeholder to be on a conference call during system testing.
- Complete the following tests;
 - o Complete a successful call to the Westboro Training PSAP through each of the four selective routers
 - o Complete a successful transfer through each mated tandem pair to a local PSAP
 - o Complete a TTY test call through each mated tandem pair
 - o Complete a Default call and verify call completion
 - o Ensure ALI records conform to the Massachusetts standard
- Upon successful completion of test calls, S911D shall authorize testing with local PSAPs as outlined in the PSAP Test Initiatives section below. Testing with local PSAP's may commence on the business day following successful system testing.

PSAP Test Initiatives:

The CLEC shall:

- Initiate and successfully complete a minimum of two test calls into a designated PSAP. These calls shall be made between 8 AM and 4 PM EST Monday through Friday.
- The CLEC shall contact the PSAP via their business line and request permission to make the test calls through the E9-1-1 system. If permission is granted, one test call will be sent at a time to the PSAP.
- When the PSAP receives the test call, the test caller shall identify themselves as a CLEC test caller and will ask to verify the following:
 - The PSAP reached
 - Did the call complete on a 911 trunk
 - Verify all ALI information populated in the correct fields (See sample below) E.G. CLEC Class of Service? COID of CLEC? COID of CLEC Database provider? Callers TN?

Upon successful completion of these initiatives, the CLEC shall notify the State 911 Department that successful testing is complete and will commence offering their service in (identify the municipality) and (date).

201
CLEC 15:58 10/12
(732) 333-1666 COID=Database Provider ID
SUBSCRIBER NAME
45
MAIN ST
WESTBOROUGH MA
COID=CLEC ID
ESN=123 MTN:XXX-XXX-XXXX
LAT:+042.262526 LAT:-071.624293
ELV:+0000 COF:0 COP:000
BOSTON PD
BOSTON FD
BOSTON EMS