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

Timothy P. Murray
Lieutenant Governor

Mary Elizabeth Heffernan
Secretary

COMMONWEALTH OF MASSACHUSETTS
STATE 911 DEPARTMENT
VOIP POSITIONING CENTER (VPC)/VOIP SERVICE PROVIDER (VSP)
READINESS AND TEST PROCEDURE
11/14/11

Readiness Initiatives:

The VPC/VSP shall:
- Forward all pertinent information requested on the VSP 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 (if applicable) trunk groups 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 VPC/VSP shall:
- Coordinate date and time for testing to the Maynard Training PSAP with S911D contact
- Provision four telephone numbers with individual addresses for ALI display using ESN 984.
- Coordinate all necessary resources including S911D to be on a conference call during system testing
- Complete the following tests;
    o Complete a successful call to the Maynard Training PSAP through each of the selective routers
    o Complete a 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.
- This procedure shall be required for any new VPC or VSP prior to activation of "I2" services or testing with any PSAP in Massachusetts. In the event a VSP is using facilities and ESQK ranges previously tested under this process, S911D may waive the local PSAP testing initiatives.

PSAP Test Initiatives:

The VPC/VSP shall:
- Initiate and successfully complete a minimum of <u>two</u> test calls into a designated PSAP. These calls shall be made between 8:00 AM and 3:00 PM EST Monday through Friday.
- The VPC/VSP 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 a VoIP test call, the test caller shall identify themselves as a VoIP test caller and will ask to verify the following:
- Verify the PSAP that has been reached
- Did this call complete on a 911 trunk
- Verify all ALI information populated in the correct fields (See sample below) e.g. VoIP Class of Service, COID of VPC, COID of VPC, Callers TN

Upon successful completion of these initiatives, the VSP shall notify the S911D that successful testing is complete and will commence offering their service in (identify the municipality) and (date).

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201
VOIP     15:58      10/12
(732) 333-1666      COID=VPC ID
 SUBSCRIBER NAME
    45
   MAIN ST

MAYNARD         MA
COID=VSP ID
ESN=984      MTN:508-211-1234
LAT:+042.262526   LAT:-071.624293
ELV:+0000  COF:0    COP:000

BOSTON PD
BOSTON FD
BOSTON EMS
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