

Intrado® V9-1-1® Services Methods and Procedures

- DALI Provisioning
- LEC Provisioning
- PSAP Route Testing
- Continued Monitoring and Maintenance
- VoIP E9-1-1 Testing Approach
- VoIP E9-1-1 Problem Reporting
- VoIP ANI/ALI PSAP Report
- VoIP Script for ECRC Transfers to PSAPs

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Purpose

This document is provided to the public safety community and government agencies to assist in implementation, call handling and processing of emergency calls. There are a variety of topics included in this document and if you have further questions, please refer to <http://www.intrado.com/main/productsservices/government/>.

Introduction

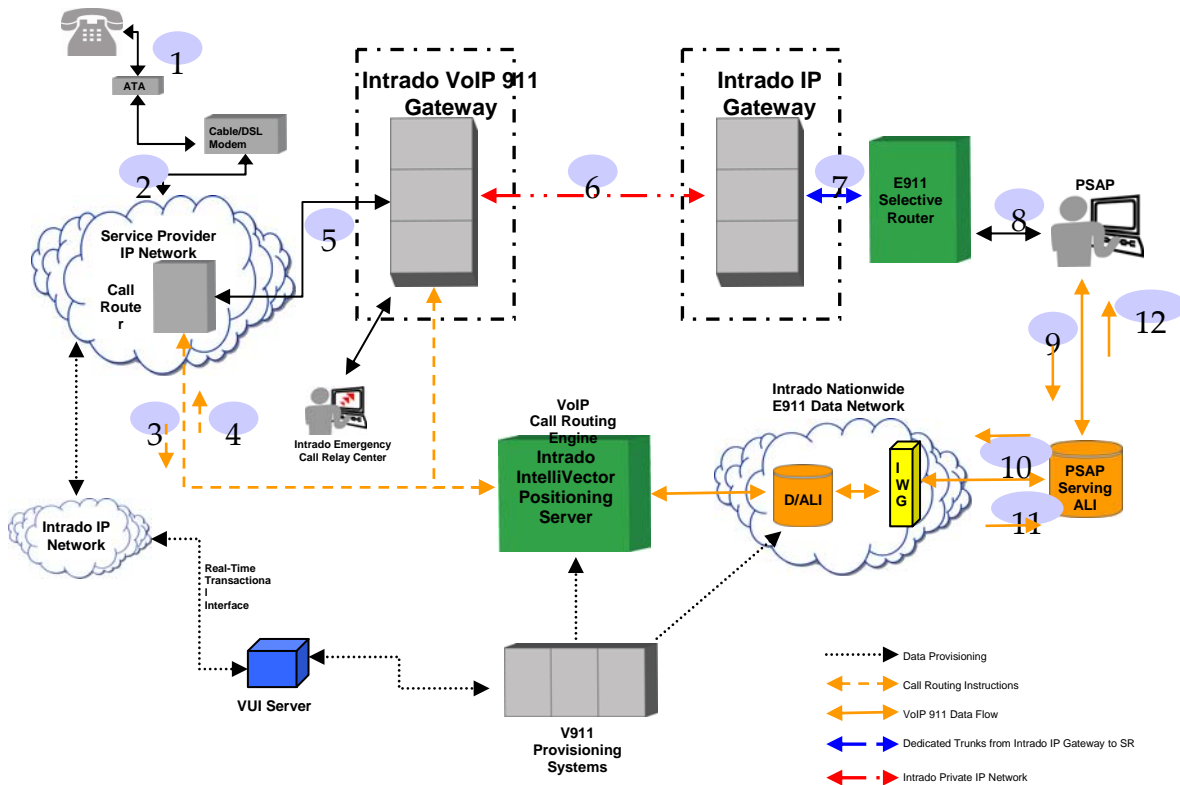
This document describes the overall Intrado requirements to deploy the VoIP E9-1-1 (V9-1-1[®]) Services. Intrado is working with vendors, ILECs (Incumbent Local Exchange Carrier), and PSAPs (Public Service Answering Point) to attain the necessary access all of the network elements required to deliver a comprehensive VoIP E9-1-1 offering. There are three components necessary for deployment of V9-1-1 Services each requiring separate negotiations and contracts in some cases. These include: selective router access, ALI steering agreements and ALI Provisioning. Intrado continues to aggressively obtain all 3 components to deploy Intrado V9-1-1 Services as soon as possible.

The purpose of this test plan is to ensure all the V9-1-1 elements are functioning within specifications, and the V9-1-1 platform is ready to be deployed.

The network elements for this testing include:

- The VoIP Provider's SoftSwitch
- Intrado IPS
- Intrado DALI
- Regional ALI
- LEC S/R's

Figure 1. Intrado V9-1-1 network diagram for system testing



○ **Revision Updates**

Issue	Date	Author(s)	Change Description
Ver. 01	10/1/05	Richard Johnston	First Release
Ver. 02	10/3/05	Sean Fitzsimmons	2 nd Release
Ver. 03	11/3/05	Matt Wilson	3 rd Release

● **DALI (Dynamic Automatic Location Information) Database**

The Intrado DALI is the location information gateway to the country's 9-1-1 ALI databases. Intrado currently has connectivity to regional ALI Databases with every major ILEC in the country, as well as many SALI's (Stand alone ALI) throughout the country. In each case Intrado is working to put agreements in place to utilize this connectivity for VoIP. The regional PSAPs and LECs will steer ALI queries to Intrado via Intrado's nationwide network. In order for the VoIP customer information to be provisioned within this database, the VoIP provider will need to send Intrado their customer's TN and address information. This can be done in two ways, VUI or Batch data processing.

2.1 VUI or Batch Processing

VUI, or Validation and Update Interface processing, is a near real time way for a VoIP provider to send Intrado customer address information. This interface sends records on a one by one basis and will respond with an associated pass or error code. The level of validation without error for these records determines the level of service for that customer. This will be explained further in the sections below.

VUI transactions are sent over the internet using a digital certificate for verification purposes. The spec provided by Intrado allows the VoIP provider to code based on their current web applications and provisioning systems.

Batch processing is a file sent by a VoIP provider containing records over a certain period of time. These records are typically processed from ½ hr to 2 hrs depending on the size of the file. Different from VUI, batch contains multiple records that are processed at one time. Once these records are processed, assuming no errors, the TN's will be ready for Intrado V9-1-1 Services.

2.2 Geocoding

Geocoding is the process which establishes the location of the caller for **ROUTING** to the PSAP. Once the VoIP provider sends in a record (either VUI or Batch) the record is sent to the Intrado Geocoder to associate an appropriate latitude and Longitude to that record. The record sent by the customer must be in the appropriate POSTAL format in order to geocode. If there is an error in this format, the customer will receive the appropriate error code describing the error. Intrado will initially work this geocoding error for one business day, but if it is not taken care of within that time frame, it is expected that the VoIP Provider will work with the customer to acquire the adequate POSTAL address.

If the record does get through this first stage of geocoding, the record can route to the appropriate PSAP. Intrado's recommendation is that the customer is turned up at this point. As soon as geocoding is complete the record will immediately move to the next validation which is MSAG (Master Street Address Guide).

2.3 MSAG Validation

The MSAG (Master Street Address Guide) is an addressing schema created by each individual county/PSAP across the country. Unlike geocoding, there are no specific requirements surrounding the format of this 9-1-1 addressing. Intrado's extensive knowledge in this area allows us to be able to resolve any MSAG address errors very quickly the majority of the time. In some cases, we may need to refer the record to a specific county or back to the VoIP provider. Intrado VoIP analysts will utilize existing, proven processes to work and resolve MSAG errors.

• **LEC (Local Exchange Carrier) Provisioning**

In order for a VoIP call to properly route through the existing 9-1-1 infrastructure, many regional databases must be provisioned. These include the Selective Router, ALI, and steering databases. Intrado is responsible for provisioning the various LEC databases using processes outlined between Intrado and each specific LEC. As noted earlier, permission and agreements for each of these processes is required to enable the full end to end V9-1-1 Services.

3.1 LEC provisioning

In order to properly provision LEC systems, an Intrado Analyst must generate a file in the proper format, for each Emergency Service Query Key (ESQK) which will be used for routing a VoIP call. The ESQK acts as a placeholder in ALI for the dynamic VoIP address information. In order to properly process the record, a generic MSAG will need to be created, in conjunction with each associated PSAP, within the ALI system to attach the ESQK. Additionally, the MSAG associates the proper VoIP record with an Emergency Service Number (ESN). Once the record is fully processed, the Intrado analyst will work any outstanding issues or problems. At this time the routing and ALI placeholder is prepared and ready for accurate steering to enable routing of 9-1-1 calls and delivery of address information.

3.1.1 Selective Router

The selective router (S/R) is the ILECs E9-1-1 switch. When a VoIP call comes into the S/R, it searches the appropriate database for the routing ESN. This database may be located within the S/R itself, or the S/R may query the ILEC's ALI for this information. Once the VoIP ESQK/ESN relationship is made, the S/R routes the call down the appropriate E9-1-1 trunk group to the PSAP. Intrado is currently enabling the population of these associated databases through the negotiation of business and commercial agreements with each ILEC.

3.1.2 ALI

All of the ILEC databases require a generic or (shell) ALI record to be built in the regional ALI database prior to VoIP E9-1-1 calls being displayed. This shell record is associated with a VoIP MSAG and ESN. The VoIP MSAG must be signed off by the associated PSAP's MSAG coordinator prior to provisioning the regional ALI. Once provisioning of the selective routing portion of the database is complete, steering tables can be completed.

3.1.3 Steering

Steering is the exit point out of the ILEC database to the Intrado DALI. These tables alert the ILEC ALI that the record should be redirected to an outside database for location information and call back number. In the case of Intrado V9-1-1 Services, this steered query goes to the DALI. Note: Different ILEC's handle steering tables in various ways and Intrado is working within each process across each ILEC to enable this functionality.

- **Testing**

Testing is a very necessary and important part of the overall VoIP deployment for Intrado. Intrado's pre-testing activities include VoIP carrier voice route confirmation. Additionally Intrado is performing testing activities to include PSAP route testing, and PSAP format testing.

4.1 Intrado Testing

Intrado extensively tests all call flows and failure scenarios prior to turn up. These include voice routing, data return and display, and service fallback scenarios. The following solutions are tested.

4.1.1 ECS

ECS is the fallback solution for Intrado V9-1-1 customers. If a specific region is unavailable for E9-1-1 routing (native delivery to the SR), Intrado will send back the 24X7 PSAP emergency number (collected by our Data Collection team on an ongoing basis) to the VoIP provider. At this point, the VoIP provider sends the call along with the ANI to the PSAP over the PSTN. The call is answered by the PSAP, although no ALI is displayed.

4.1.2 V9-1-1 Gateway

The V9-1-1 Gateway is Intrado's entry point into the selective routers across the country. In the V9-1-1 solution, an ESRN (Emergency Service Routing Number) and ESQK (Emergency Service Query Key) are sent to the VoIP provider. The VSP will send the call and ESQK to Intrado Gateway over dedicated circuits for call delivery into the native 9-1-1 infrastructure.

4.1.3 Other Gateways

Certain VoIP providers may elect to use other network providers. In those cases, Intrado will provide the appropriate provisioned an ESRN (Emergency Service Routing Number) and ESQK (Emergency Service Query Key) to the VSP softswitch. The VSP softswitch will send the ESRN (in some cases) and ESQK on to the network provider for call delivery.

4.1.4 V9-1-1 PSTN Solution (May Require Cooperation of LECs and Industry)

In a V9-1-1 PSTN solution the same information, i.e. ESRN and ESQK are sent to the VoIP Provider. At this point the softswitch examines the ESRN, and if it is in a dialable format, the call is then sent over the PSTN with the ESQK as the caller's ANI.

Certain areas of the country may provide Intrado PSTN routable numbers which go directly into the PSAPs E9-1-1 equipment. Typically this scenario occurs for those PSAPs who have direct connectivity with the end office, rather than a S/R.

Important note – Once the format and solution testing are complete with a VoIP provider, the VoIP provider will not have to make any additional changes in order to deploy V9-1-1 Services for specific areas. Whenever a certain area is deemed ready by Intrado, the turn up will be performed by Intrado and will be seamless from a VoIP provider perspective.

4.2 Intrado Tests

Intrado will perform internal tests for selective routing to each PSAP. This will test the ESRN functionality. When an ESQK range has completed the provisioning processes in the ILEC S/R, Intrado will perform routing tests on behalf of our VoIP providers. If there are any problems that occur during these tests, Intrado will resolve prior to turn up. Once the ALI and Steering is complete, Intrado will turn up the entire service for the VoIP provider.

4.2.1 ALI Format testing

Prior to turn-up Intrado will validate any new type of protocol format. This includes various ILEC communications such the E2, E2+, PAM, and Modified PAM protocols. Additionally, any specific format needs such as Callbk#, location will be pre-tested. If a PSAP requires special placement of location or callback# information, Intrado will work with that PSAP to resolve any issues.

4.2.2 Turn up

As stated above, Intrado will perform a pre-live routing test to each PSAP. After that testing is deemed successful, the ESRN, gateway and ILEC selective routing has been proven. Since V9-1-1 query, response and routing testing has been completed with the VoIP provider during initial turn-up, there is no need to retest the VoIP provider softswitch and its ability to accept the V9-1-1 ESRN and ESQK. Once ALI provisioning and steering is complete, Intrado provisions the specific V9-1-1 PSAPs in the IPS (Intrado Positioning System). Once this provisioning is complete, the VoIP V9-1-1 call will flow through to the appropriate PSAP and display the VOIP caller's location and Callback telephone number.

- **Continued Monitoring and Maintenance**

Intrado does believe that the deployment of an area is a significant milestone; however, there is need to continue to monitor the delivery systems. V9-1-1 is a comprehensive solution and Intrado has on-going support structure the VoIP service providers, LEC's and PSAPs across the country.

Intrado Analysts

As PSAPs are deployed, Intrado VoIP analysts continue to work provisioning and daily errors. Additionally, analysts address any trouble reports, questions, or special requests that come from the PSAP. The Intrado VoIP analyst is very experienced when dealing with questions/issues

surrounding 9-1-1 information and is a valuable asset for ongoing support to the VoIP provider and PSAP community.

PSAP Spot Checks

Along with daily conversations with VoIP providers and serving PSAPs, Intrado will work, in conjunction with the VoIP providers, to do random spot checks across the country. These will be conducted to validate the current deployments. In Intrado's experience, most PSAPs are vocal if there are problems with the 9-1-1 service in their area. But, in some cases, the PSAP is either too busy, or does not understand the full capability of VoIP E9-1-1. In these cases, spot checking ALI display will assist the PSAP in validating that their service.

• Test Cases

The following test cases are used to validate the functionality of the VoIP enhanced solution, E9-1-1 native call delivery.

Successful V9-1-1 Call Testing End to End

Intrado will test end to end call for each new combination of Call delivery methods and data delivery methods. Intrado will complete the following test.

TRDO-V9-1-1-01	<ul style="list-style-type: none"> Successful Call Routing and ALI info
Modification Date	10/1/05
Test Objective/Description	To verify the PSAP receives voice and location data for a VOIP caller and all network elements are working correctly
Resources	All network elements
Initial Conditions	<ul style="list-style-type: none"> RALI, DALI, and IPS are configured to return v9-1-1 file
Actions	<ul style="list-style-type: none"> Place 9-1-1 test call using an VOIP phone Request is sent to IPS, IPS returns ESRN & ESQK to VOIP Provider Softswitch VOIP Provider routes Voice and ESQK to appropriate VOIP Gateway VOIP Gateway Sends Voice and ESQK to LEC S/R S/R routes ESQK and voice to PSAP PSAP receives voice and bids RALI with ESQK ESQK is steered to DALI DALI steers request to IPS IPS returns native number to DALI DALI responds to RALI with tn, address info ALI is returned to PSAP
Verification	<ul style="list-style-type: none"> PSAP receives voice, native number, and address information
Pass/Fail Criteria	Expected results listed above are verified
Results	[] Pass [] Fail
Notes:	

Successful V9-1-1 Call Routing—ESRN validation Intrado Network

Intrado will test call routing to validate call delivery methods and validates the ESRN.

TRDO-V9-1-1-02	<ul style="list-style-type: none"> Successful Call Routing—ESRN Validation
Modification Date	10/1/05
Test Objective/Description	To verify the PSAP receives voice for a VOIP caller and all network elements are working correctly
Resources	All network elements
Initial Conditions	<ul style="list-style-type: none"> Intrado Gateways are configured to force an ESRN/ESQK
Actions	<ul style="list-style-type: none"> Force a 9-1-1 test call using Intrado Gateways Gateway routes Voice to appropriate VOIP Gateway VOIP Gateway Sends Voice an ESQK to the LEC S/R S/R routes ESQK voice to PSAP PSAP receives voice and bids RALI with ESQK ESQK is steered to DALI DALI responds to RALI with no information. ALI is returned ESQK shell record to the PSAP
Verification	<ul style="list-style-type: none"> PSAP receives voice
Pass/Fail Criteria	Expected results listed above are verified
Results	[] Pass [] Fail
Notes:	

Successful V9-1-1 Call Routing-ESRN validation non-Intrado Network

Intrado will test end to end call for VSP who elect to use a non-Intrado network provider. Intrado will request and establish a test account with the VSP to conduct call routing testing.

TRDO-V9-1-1-03	<ul style="list-style-type: none"> Successful Call Routing and ALI info
Modification Date	10/1/05
Test Objective/Description	To verify the PSAP receives voice and location data for a VOIP caller and all network elements are working correctly
Resources	All network elements, VSP test Account
Initial Conditions	<ul style="list-style-type: none"> RALI,DALI, and IPS are configured to return v9-1-1 file
Actions	<ul style="list-style-type: none"> Place 9-1-1 test call using an VOIP phone on VSP test account Request is sent to IPS, IPS returns ESRN & ESQK to VOIP Provider Softswitch VOIP Provider routes Voice and ESQK to appropriate VOIP Gateway VOIP Gateway Sends Voice and ESQK to LEC S/R S/R routes ESQK and voice to PSAP PSAP receives voice and bids RALI with ESQK ESQK is steered to DALI DALI steers request to IPS IPS returns native number to DALI DALI responds to RALI with tn, address info ALI is returned to PSAP
Verification	<ul style="list-style-type: none"> PSAP receives voice, native number, and address information

	•
Pass/Fail Criteria	Expected results listed above are verified
Results	<input type="checkbox"/> Pass <input type="checkbox"/> Fail
• Notes:	

• VoIP Network

The Intrado Network provides a common point of entry into the dedicated 9-1-1 network for VSPs. VSP networks will interconnect with Intrado to facilitate call completion of emergency calls to Emergency Services Gateways (ESGWs). The Intrado Network supports the VSPs end to end call flow and provides options for handling the signal and media path over dedicated or public transport facilities.

Reliability and Availability

V9-1-1 Services VSPs with a reliable and highly-available solution for interconnecting 9-1-1 calls from the VSP network into the existing 9-1-1 network. V9-1-1 provides VSPs with a reliable access method for delivery of VoIP E9-1-1 calls into the Intrado network. The service enables VSPs true E9-1-1 capability for VoIP callers by enabling the caller's valid street address and call back number to be displayed to emergency service dispatch centers.

V9-1-1 utilizes carrier-grade softswitch infrastructure and gateways to transport 9-1-1 calls to S/R of the native 9-1-1 network. The Intrado peering network is capable of accepting and routing PSTN traffic for emergency calls only for redundancy purposes when the native 9-1-1 is not available. The following diagram and discussion outline the Services, the points of reliability and redundancy in the solution, and its relationship to the V9-1-1 Services.

V9-1-1 Services Availability and Redundancy

V9-1-1 combines a highly-available provisioning process and a redundant highly-available Intrado IntelliVector Position Servers (IPS) to supply call routing instructions to VSP for call termination to the native 9-1-1 network. When an Emergency Call is placed, the VSP utilizes its interconnect links with Intrado to one of the redundant IntelliVector Position Servers to obtain call routing data.

Connection Redundancy to the VoIP 9-1-1 Gateway

Redundancy of the call routing instructions represent one aspect of the solution. The VSP must set-up two dedicated point-to-point T1 circuits from their call management platform to the Intrado Peering Points or diverse and secure IP connections to the peering network for VSPs connecting IP. These circuits should be installed over diverse carrier networks selected by the VSP. Each link is capable of supporting the full load of the other link during the time of failover. In the event the VSP cannot successfully complete a call via the Intrado Peering Point, a tertiary routing connection is provided to the Intrado Emergency Call Relay Center (ECRC) only after the CRN alternate routing method is tried. The ECRC is capable of call relay to the appropriate PSAP.

Redundancy Approach

- The solution platform (including the voice processing gateways and call control platforms) is a carrier grade, fully redundant, switching platform

- All common control is redundant; all T1 interfaces are redundant; all IP interfaces are redundant
- P.01 standard will be maintained on each trunk group. Intrado will communicate material changes to capacity to Customer
- Redundant Longmont and Miami ingress peering point access to Selective Router Access Providers (SRAPs):

Intrado Services Reliability

The Intrado Peering Points contain internal redundancy for call processing through the use of active and standby network elements. If the active network elements or hardware fails, the solution will automatically switch over to the standby occurs automatically without loss of active calls. The active components within each Intrado site network are redundant. Additionally the media is carried between the Peering Point and Emergency Services Gateways (ESGWs) utilizing protocols to ensure the highest possible voice quality. Network configurations are managed in a primary and secondary path redundancy method.

Intrado Emergency Services Gateways to Selective Router Reliability

The ESGWs are connected through 9-1-1 trunking that is diversely routed to the extent possible to the Selective Routers. This can include the use of 3rd party Selective Access Router Providers. Each T1 is configured to support anticipated VoIP 9-1-1 call loads and provide redundancy in call flow to the S/R.

• Intrado VoIP E9-1-1 Testing Approach

Intrado is committed to providing quality service to the VSP and end user community and 9-1-1 stakeholders. Intrado has a defined testing process to enable native delivery of VoIP emergency calls. Prior to testing, Intrado will contact the respective Public Safety Answering Point Manager (or person in charge) of our intention to perform an end-to-end VoIP E9-1-1 test call. Intrado will also recommend that the call taker print the screen display for local PSAP review and training purposes, and will document the name of the individual spoken to at the PSAP. Should the PSAP request additional testing, the PSAP Manager will inform the Intrado call tester as to what tests are requested. Intrado will work to accommodate such requests where technically feasible and reasonable. Where state or local testing and activation requirements are published, those requirements will take precedence over this approach.

Intrado will conduct two different types of testing, each of which is detailed below:

- **Route Test** – Intrado performs a route test within the network to verify that connectivity, routing, and ESQKs are properly implemented in the IP and E9-1-1 Service Provider's network. This single simulated call test usually occurs in the middle of the night prior to any ANI/ALI display testing at the PSAP.
- **End-to-End Call through Test** – Intrado will perform an end-to-end call through test to each PSAP to verify the call completes to the appropriate location and that appropriate information displays in the proper format. The Intrado tester will identify himself and inform the call taker that this is a VoIP test call and proceed to verify the screen display.

- If all information is correct, Intrado will ask the call taker to print a copy of the ALI display if possible, and ask the call taker to provide the printed display to the PSAP supervisor. Upon successful testing, Intrado will activate the V9-1-1 services for live traffic.
- If display or routing issues are identified during the end-to-end test, the V9-1-1 service is delayed and Intrado invokes corrective actions necessary to resolve the issue. Once the display or routing problem is resolved, Intrado will conduct another end-to-end test call.

Intrado has established a website available as a resource for PSAPs to learn more about Intrados V9-1-1 program. The website contains technical descriptions, automated call flow, etc., and may be found at:

<http://www.intrado.com/main/productsservices/government/>.

Requests for additional information should be sent to Intrado VoIP Testing:

intradovoiptesting@intrado.com

• **VoIP E9-1-1 Problem Reporting**

Intrado continuously strives to deliver the highest quality of VoIP E9-1-1 service. However, because the VoIP user has direct control over their Registered Location used in making VoIP call routing and display determinations, misrouted 9-1-1 calls or improperly displayed caller information may occur.

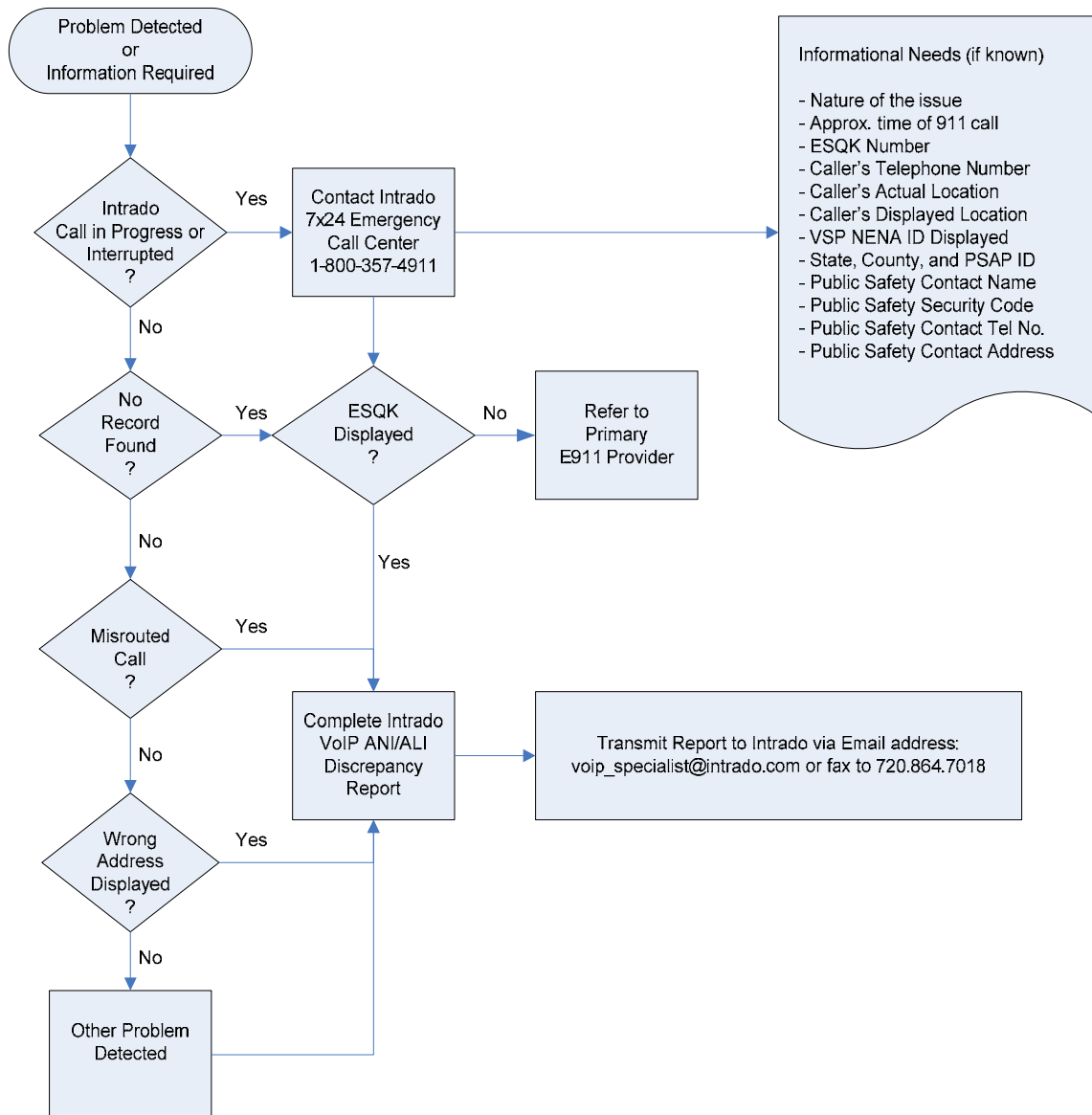
In an effort to further aid public safety in responding to emergencies, Intrado has established a 24x7 emergency support center to provide additional emergency information when a call is in progress or has been interrupted. In situations where Intrado is acting as the VoIP Positioning Center and such event(s) occur, public safety personnel should immediately contact the **Intrado ECRC at 1-800-357-4911** for additional assistance. Intrado will use commercially reasonable efforts to provide all relevant information it has available to the public safety personnel; however, the Intrado Emergency Call Support Center is not equipped to relay the 9-1-1 call to a different PSAP on behalf of the PSAP originally receiving the call.

For post-call problem reporting, the Intrado VoIP Operations Team has established an ANI/ALI Discrepancy Report process very similar to that in place for standard wireline post-call problem reporting.

Email or fax the Intrado VoIP ANI/ALI Inquiry form to the address or telephone number listed on the form. *The form and a sample are attached.*

The ***Intrado VoIP Problem Reporting Process Flow*** diagram is intended to aid public safety personnel in determining when and how to communicate problems and/or to seek assistance from Intrado.

• **Intrado VoIP E9-1-1 Problem Reporting Process Flow**



Intrado VoIP ANI/ALI Inquiry Form
Email to: voip_specialists@intrado.com - or - Fax to: 720.864.7018

PSAP Name:

ESQK/ANI Received:

Date/Time of Call:

Call Pos./Trunk: No:

Class of Service:

PSAP Agent:
Name:
Phone:
Fax:
Email:

No Record Found (NRF)

Incorrect Information Displayed

Misrouted

Displayed Information

PSAP:
Callback Number:
Name:
Address:
Community:
Location:
ESN:
VPC:
Company NENA ID:

Correct Information

PSAP:
Callback Number:
Name:
Address:
Community:
Location:
ESN:
VPC:
Company NENA ID:

PSAP Comments:

Date Forwarded to Intrado:

For Intrado Use Only

Resolution:

Date:

Specialist:

Comments:

Intrado VoIP ANI/ALI Inquiry Form--SAMPLE

Email to: voip_specialists@intrado.com - or - Fax to: 720.864.7018

PSAP Name: ESQK/ANI:

Date/Time of: Call Pos./Trunk: No:

Class of: PSAP Agent:

No Record Found (NRF) Incorrect Information Displayed Misroute

Displayed Information

PSAP:
 Callback Number:
 Name:
 Address:
 Community:
 Location:
 ESN:
 VPC:
 Company NENA:

Correct Information

PSAP:
 Callback Number:
 Name:
 Address:
 Community:
 Location:
 ESN:
 VPC:
 Company NENA ID:

PSAP Comments:

Date Forwarded to Intrado:

For Intrado Use Only

Resolution:

Date:

Specialist:

Comments:

- **VoIP Script for ECRC Transfers to PSAPs - Transferring the Call to the PSAP**

Intrado has received many inquiries on its protocols for transferring calls to the PSAPs. The ECRC staff is APCO certified and follows stringent 9-1-1 call handling procedures. Below is a script, which is utilized when conducting a “warm” transfer of a caller into a PSAP.

1.1.1 General Transfers

Before transferring the call to the PSAP, the TC (ECRC Telecommunicator) will advise the caller that they are initiating the transfer.

“Please hold on the line while I transfer you to your 9-1-1 dispatcher. Please do not hang up. There may be silence and a slight delay.”

When the PSAP answers the phone, the TC will advise the dispatcher:

“This is the Emergency Call Center for _____ (whoever VoIP Provider is.) I need to transfer an emergency call to you as the caller was unable to get through on your 9-1-1 lines. They are reporting a _____ (type of emergency) at _____ (location of emergency). The caller’s name is _____ and their call back number is _____. Before I transfer them, my call back number is 800-357-4911. Are you ready for me to transfer the caller?”

Once the PSAP has acknowledged that the TC is transferring the call to them, the TC will conference in the caller and advise both parties to go ahead.

“Caller, I have connected you with the dispatch agency, please go ahead with the call. I will be dropping off the line now.”

The TC will confirm that both parties are still on the line before disconnecting.

1.1.2 Monitoring during a Transfer

In some situations, the TC may need to initiate the conference before or as soon as the PSAP answers the call. This may occur if the TC feels they need to monitor the call or if the TC is providing EMD instructions. (There will be a period of time during any call that the TC cannot monitor the call. From the time that the TC hits transfer until the PSAP answers, the TC will not be able to listen or speak to the caller.)

In this case, the TC will use the following verbiage:

“This is the Emergency Call Center for _____ (VoIP Provider). I have a caller on the line with us reporting an emergency. Their call could not be routed on your 9-1-1 lines. They are reporting a _____ (type of emergency) at _____ (location of emergency). The caller’s name is _____ and their call back number is _____. My call back number is 800-357-4911