

Mid-America Regional Council 9-1-1 Testing Guidelines

In preparation for 9-1-1 deployment, Mid-America Regional Council (MARC) has prepared guidelines for use by Providers for implementation and maintenance testing.

Scheduling and Notification

System Testing: System testing occurs prior to any field testing and is designed to test the different call scenarios and variables that may occur with 9-1-1 calls. This type of test also confirms that the 9-1-1 call is sent to the switching center and is routing correctly through the designed 9-1-1 selective routers. System testing should be scheduled with Saralyn Hayes with MARC. Testing should be scheduled at least 2-3 business days in advance.

Field Testing: Field testing verifies that calls made from each PSAP coverage area are routed correctly to the designated PSAP, the callback number and location is delivered and displayed correctly. All field testing should be scheduled through MARC on behalf of each PSAP. All scheduling is subject to the specific needs of each PSAP and provider.

If at any point in the testing process a PSAP should become burdened, testing may be suspended until notified by the PSAP or MARC to continue. All scheduling for field testing should be requested at least 2-3 business days before conducted. MARC will coordinate with technical services and the PSAP(s) involved.

Emergency or Restoration Testing: In the event that there is a failure, the Provider may conduct test calls to ensure that calls are routing properly and location information displaying. It is not required that emergency testing be scheduled prior to restoration.

Certification: Each VoIP provider is requested to provide a letter of certification to MARC upon the successful completion of implementation testing in each county. It is expected that each provider will comply with all orders and rulings mandated by the FCC.

Information: A spreadsheet has been provided to each carrier that includes: ten-digit default phone numbers per PSAP, wireless/VoIP ESN listing, default PSAP listing, PSAP by county listing and wireless trunk information.

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