



STATE OF MAINE  
PUBLIC UTILITIES COMMISSION

Mark A. Vannoy  
CHAIRMAN

R. Bruce Williamson  
Randall D. Davis  
COMMISSIONERS

Harry Lanphear  
ADMINISTRATIVE DIRECTOR

**State of Maine**  
**E9-1-1**  
**VoIP Service Provider (VSP) Readiness and Test Procedure**  
November 30, 2005

**Readiness Initiatives:**

The VSP Shall:

1. Forward all pertinent information requested on the VSP Information Request Form to the Maine Emergency Services Communication Bureau (ESCB) either by FAX at (207) 287-1029 or by mail.
2. Contact the ESCB to arrange system testing. This step shall occur prior to PSAP testing.
3. Verify that dedicated primary and secondary SS7 E9-1-1 trunk facilities are in service.
4. Verify call routing translations are accurate, complete and approved by the ESCB.
5. Verify that the E9-1-1 ALI database has been loaded and is up-to-date.

**System Test Initiatives:**

The VSP Shall:

1. Coordinate date and time for testing with ESCB contact ([Robert.k.gasper@maine.gov](mailto:Robert.k.gasper@maine.gov)) or (207) 287-6085.
2. Provision four telephone numbers with individual addresses for ALI display using the ESN for the PSAP involved in the system test. (The ESCB shall designate a test PSAP site.)
3. Coordinate necessary resources including ESCB, Verizon, the VoIP Positioning Center (VPC), the VSP and any other stakeholders to be on a conference bridge during the system test.
4. System testing will involve:
  - Completing a successful system test calls to the designated test PSAP through each of the selective routers.
  - Complete a transfer through each tandem pair to a local PSAP.
  - Complete a TTY test call through each tandem.
5. Upon successful completion of the system calls, the ESCB will authorize testing with local PSAPs as outlined in the PSAP Test Initiatives section below. Testing with local PSAPs may commence on the business day following successful system testing.
6. This procedure is required for any new VSP or service provider, prior to activation of I2 services, or testing with any PSAP in Maine. In the event a VSP is using facilities and/or ESQK ranges previously tested under this process, the ESCB may waive the local testing requirements.

## PSAP Test Initiatives:

### The VSP Shall:

1. Contact the PSAP via their business line and ask 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 into the E9-1-1 lines.
2. Initiate and successfully complete a minimum of three test calls into a designated PSAP. These calls will be made between 8 am and 4 pm EST Monday through Friday.
3. When the PSAP receives the call, the VSP caller shall identify themselves as a VSP test caller and will ask that the following information be verified by the telecommunicator:
  - What PSAP has been reached?
  - What is the telecommunicator's name?
  - What button did the call come in on?
  - Was information received on the ALI displays?
  - Did all the information populate into the correct fields? (see sample below).
4. Upon completion of the VoIP test calls, the VSP will contact the ESCB for final approval to begin sending live 9-1-1 calls from subscribers within the PSAP footprint.  
**Documentation of the test calls must be provided.**

### Example of how ALI screen information should appear:

```
201
VOIP 15:58 10/12
(207) 333-1666 COID=
SUBSCRIBER NAME
45
MAIN

PORTLAND ME
COID=VNAGE
ESN= XXX MTN: 207-211-XXXX
LAT:+042.262526 LAT:-071.624293
ELV:+0000 COF:0 COP:000

VERIFY PD
VERIFY FD
VERIFY EMS
```

The ESCB may modify these procedures to reflect changing requirements of VoIP deployment.