

SERVICE AGREEMENT
(Facilities Based)

_____ (Hereinafter “Company”) and the 911 ASSOCIATION OF CENTRAL OKLAHOMA GOVERNMENTS (hereinafter “Association”), hereby agree as follows:

1. The Association, pursuant to its lawful power and authority, subject to applicable state statutes, hereby requests Enhanced Nine-One-Nine Emergency Number Service (E 911) (hereinafter “the Service”) and agrees to payment of the charges for the Service set forth in this Service Agreement (hereinafter “Agreement”).
2. Company agrees to furnish the Association with Company’s appropriate part of the Service in accordance with this Agreement. Should any conflict arise between the terms of this Agreement and Company tariffs, or the Nine-One-One Emergency Number Act set forth at 63 O.S. 2001, Section 2811 at et. Seq., as amended from time to time (the “Act”), the rules and regulations of the Oklahoma Corporation Commission (“OCC”), then the tariffs, the Act, any applicable OCC rules and regulations and other applicable laws of the State of Oklahoma or The United States of America shall prevail.

3. **DEFINITIONS:**

When used in this Agreement, the words and phrases set forth in this Section shall be defined as follows:

Automatic Location Identification (ALI) means a feature that forwards the name, street address, class of service and other pre-determined information associated with the calling party’s telephone number to the Public Safety Answering Point for display.

Automatic Number Identification (ANI) means a feature by which the calling party’s telephone number is forwarded to the public safety answering point for display.

Control office means the incumbent local exchange company’s (ILEC) central office providing tandem-switching capabilities for 9-1-1 service calls. The control office controls the switching of ANI information to a public safety answering point and also provides the selective routing service and other feature for each public safety answering point.

Database management system means a system of manual procedures and computer programs used to create, store, and update the data required for selective routing of a 9-1-1 call to the designated public safety answering point and for the ALI and ANI service features.

Database Management Service Provider means the entity providing Selective Routing and/or Automatic Location Identification data services or storage of customer data records for (company) in relation to 9-1-1 services.

Maintenance means ensuring the timely updating of customer records, as well as the resolution of incorrect customer records in accordance with National Emergency Number Association standards, kept by the 9-1-1 Database Management Service Provider and reported to (company) in error by the Database management Service Provider or the Association, all of which the Association is responsible for subscribing to and paying for monthly.

Public Safety Answering Point (PSAP) means a continuously operated communications facility that is assigned to receive 9-1-1 calls and, as appropriate, to dispatch public safety services to extend, transfer, or relay 9-1-1 calls.

Selective routing database means the ILEC's database used to automatically route 9-1-1 calls to the Public Safety Answering Point serving the place from which the call originates.

4. The term "the Service" is:

(a) E911 Service defined as:

- (i) 911 Service is a one way incoming telephone service with automatic number identification for calls using the 911 telephone number to reach an appropriate Public Safety Answering Point (PSAP); PSAP shall mean an answering location for E911 service calls originating in a given area. A PSAP may be designated as primary or secondary that refers to the order in which calls are directed for answering. Primary PSAPs respond first, and secondary PSAPs receive calls on a transfer basis only and generally serve as a centralized answering location for a particular type of emergency calls;
- (ii) The Association furnishes the service specifically for emergency calls for help from the public.
- (iii) 911 Service is provided solely for the Association and not for the benefit of any third party; nor does this service create any obligations by Company regarding third parties;
- (iv) 911 Service is subject to all operating failures and interruptions including, but not limited to equipment breakdowns, errors, defects, malfunctions and interruptions of service experienced in the regular telephone network;
- (v) 911 Service is also subject to all additional forms of service failures and degradation resulting from the complexity of the Service arrangement, program errors and failures, delays and errors in the input and processing of data used by the Data Management System (DMS) that may be associated with the 911 Service arrangement;

- (vi) Company shall not be liable to the Association, or to any other person, for any damages arising out of errors, interruptions, defects, failures or malfunctions of 911 Service, including damages arising from errors or defects of associated equipment and data processing systems, except that the Association shall be entitled to an allowance for interruptions. Subject to the limitation provided for 63 O.S. 2001, Section 2817 of the Act, the Association also agrees to release, indemnify and hold company harmless for any infringement or invasion of the right of privacy of any person or persons, caused or claimed to have been caused, directly or indirectly, by the installation, operation, failure to operate, maintenance, removal, presence, conditions, occasion or use of 911 Service and the equipment associated with it, or by any services furnished by Company, including, but not limited to, the identification of the telephone number, address or name associated with the telephone used by the party or parties accessing 911 Service, and which arise out of the negligence or other wrongful act of Company, the Association, its users, agencies or municipalities, or the employees or agents of any one of them;
 - (vii) 911 Service will be provided at the same level of service reliability and quality as local exchange service;
 - (viii) The Association will subscribe to, or provide, telephone equipment capable of adequately handling the incoming 911 exchange lines recommended, and installed, by Company. A minimum of two facilities (2 trunks) is required.
- (b) A telephone system utilizing a three-digit number, nine-one-one (911), for reporting to the appropriate public agency within the boundaries of the Association's member entities for police, fire, medical, and other emergency situations; and,
 - (c) Includes the "Network Trunking and Switching, and Network Data Management System."
5. The term "the Service" means the Network Trunking and Switching, and Network Data Management System, all of which the Association is responsible for subscribing to and paying for monthly.
6. The term Service does not include:
- (a) any materials or supplies such as paper and/or ribbons for the printer;
 - (b) any attendant headsets;
 - (c) any non-telecommunications items such as fire extinguishers; or,
 - (d) any person(s) to answer the emergency service traffic at the attendant consoles, workstations, or to supervise the answering of emergency service traffic, for all of a) through d) above, each respective Association entity is responsible.

7. Subject to paragraphs 10 and 11 hereof, the Association and Company agrees that the Service will be established as of the ___ day of _____, 20___, which shall be referred to hereinafter as the “Service Establishment Date.” Subject to paragraph 7, installation charges for the Service shall accrue on the Service Establishment Date, and monthly recurring charges for the Service shall begin on the Service Establishment Date, or upon the actual date of service establishment, if other than set forth in this paragraph.
8. It is understood and agreed to by the parties:
 - (a) The charges for the Service will be based on each telephone company’s estimated costs to provide the Service; and,
 - (b) Company estimates that as of the Service Establishment Date, there will be zero (0) Exchange Access Lines served by Company within the boundaries of the member entities of the Association. For purposes of billing, a minimum billing level of 1000 lines shall be maintained throughout the initial or any subsequent term of the Service Agreement. An actual line count shall be performed quarterly by Company and submitted with an adjusted Attachment A to the Association. Such quarterly adjustments shall be continued until Company elects that such adjustments shall be made on an annual basis with each contract renewal as provided for in Paragraph 20.
 - (c) Prior to the Service Establishment Date, a mutually acceptable testing procedure will be used to test the Service. Installation and testing of the Service shall be deemed to have been accomplished when one or more test calls from each end office from which telephone service is provided to the exchange access arrangements referred to in paragraph 8(b) are completed by delivering the call(s) to the Association’s designated 9-1-1 PSAPs (in accordance with the routing criteria mutually agreed upon by the parties).
9. Company shall ensure the proper “maintenance” of customer records and when notified of a database error by the 9-1-1 Database Management Service Provider, the Company shall take active measures for correction of customer records stored by the 9-1-1 Database Management Service Provider in accordance with recommended minimum timeframes for service providers stated in the NENA standards.
10. Company and the Association hereby agree that each will fully cooperate with the other to perform all necessary acts in order to facilitate the provision of the Service on the Service Establishment Date. Each party hereto further agrees that performance of each of the acts listed below as of the date specified in the following items (a) through (d) inclusive are essential to the provision of the Service on the Service Establishment Date:
 - (a) Company shall either:
 - (i) provide an initial Master Street Address Guide (hereinafter the “MSAG”) sorted by local government boundaries, in alpha numeric order and presented in paper and magnetic media format, to the Association prior to the Service Establishment Date; or,

- (ii) designate that Company shall use MSAG obtained from Southwestern Bell Telephone Company.
- (b) If Company chooses to provide MSAG not obtained from Southwestern Bell Telephone Company:
 - (i) The Association shall verify and/or correct the initial MSAG so as to reflect every street address within the boundaries of the Association's member entities in the MSAG and annotate the MSAG with the police, fire, ambulance, and any other agency responsible for providing emergency service to each street address. The Association shall return the verified, corrected and annotated MSAG to Company prior to the Service Establishment Date;
 - (ii) Company shall provide the MSAG Ledger (output from the Data Management System of the information provided as a result of item b) i) above) to the Association 200 days prior to the Service Establishment Date. Contingent upon receipt of information provided for in i) above;
 - (iii) Upon receipt of prior notification (which may be verbal) by Company, the Association shall provide Company with access to any space under its members' control to which Company needs access in order to install the Service at any time during the period from 275 days to 120 days prior to the Service Establishment Date during the testing period;
 - (iv) The Association will verify and/or correct the MSAG Ledger and return the signed original MSAG Ledger to Company indicating the Association's approval of the contents of the MSAG Ledger, as corrected, 163 days prior to the Service Establishment Date;
 - (iv) Once the corrected and signed MSAG Ledger has been returned to Company, Company will provide it to Southwestern Bell Telephone Company for loading any additions, changes and/or corrections noted therein into the Data Management System at least 90 days prior to the Service Establishment Date.
- (c) Company shall provide the Association with a copy of its E911 Disaster Recovery or Restoration Plan to be attached and returned with Service Agreement.
- (d) The Association shall advise Company immediately of any changes in the Association's member entities street names, establishment of new streets, changes in address numbers used on existing streets, closing and abandonment on streets, annexations, or other changes in the boundaries of the Association's member entities, or any other matter which will affect the routing of emergency service traffic in the Association's service area to the proper PSAP.

11. Should either party discover that the other party's failure to meet any of the requirements set forth in items (a) through (c) of paragraph 10, as of the time specified therein, will cause that party to be unable to meet the Service Establishment Date, such failure shall excuse that party from meeting the Service Establishment Date. A revised Service Establishment Date shall be determined by mutual agreement.
12. Neither party shall be held responsible for any delay or failure in performance of any part of the work to be performed pursuant to this Agreement to the extent that such delay or failure is caused by fire, flood, explosion, war, strike, embargo, federal or state government requirement, civil or military authorities, Acts of Nature or by the public enemy, acts or omissions of carriers or other causes beyond the control of the Association or Company. If any such force majeure condition occurs, the party delayed or unable to perform shall give immediate notice to the other party. If any party is delayed or unable to perform due to the occurrence of such force majeure condition, performance under this Agreement shall automatically be suspended for the duration of the force majeure condition and shall be resumed once the force majeure condition ceases.
13. If any article, paragraph, clause or provision, or any portion thereof, of this Agreement is determined invalid or unenforceable, either judicially or administratively, such judgment shall not affect, impair or invalidate the remaining articles, paragraphs, clauses or provisions hereof, the intention being that the various articles, paragraphs, clauses or provisions hereof are severable.
14. As of the Service Establishment Date, Company will identify a single point of contact in Company's Maintenance Center to receive trouble reports from the Association concerning the Service on twenty-four (24) hours per day, seven (7) days per week basis, for any problem with the Service. Upon receipt of a report concerning a problem with the Service, Company will initiate procedures designed to identify the source of the trouble and, if the problem appears to be located in the Service to clear same. Company will also furnish the Association with an alternate trouble reporting procedure to be used in the event of catastrophic problems(s) with the Service significantly affecting the Association's ability to provide the public with emergency public safety response.
15. As part of the administration and maintenance of the 9-1-1 database, it will be necessary that company provide certain confidential numbers and proprietary information, including non-published telephone numbers to the Association. The company shall authorize its designated 9-1-1 Database Service Provider to release 9-1-1 database information regarding the company's customers to the Association or its member entities upon request. Said information shall be released solely in connection with:
 - (a) The resolution of error conditions with a 9-1-1 call, or
 - (b) A request concerning the total number of (Company) business and residential subscriber records stored in the 9-1-1 Database Management Service Provider's database, for which storage and/or maintenance charges are incurred through the Database Management Service Provider to the 9-1-1 Association of Central Oklahoma Governments.

The Association agrees that it will maintain and preserve such proprietary information completely confidential, and that it will disseminate such information to only those employees and agents who during the course of their employment have need to have access to it for the purpose of implementing, administering and maintaining the service. Such information will be returned to Company when the Association no longer has the need for it.

16. Company shall furnish the Association, at the address stated below, with a copy of any tariff, which has been filed with the Oklahoma Corporation Commission in which Company seeks to affect the provision of 911 service in general or this Agreement:

911 Association of Central Oklahoma Governments
21 E. Main – Suite 100
Oklahoma City, Oklahoma 73104
Telephone Number: 405/234-2264
Facsimile: 405/234-2200

17. The Association represents to Company that the officer or executive director executing this Agreement on its behalf is duly authorized to execute this Agreement; that the execution of this Agreement is not prohibited by law or the charter of the Association; and that all necessary action has been taken by the Association's Board of Directors to authorize the execution of this Agreement.
18. This Agreement sets forth the entire understanding of the parties and supersedes any and all prior agreements, arrangements and understandings relating to the subject matter hereof. No representation, promise, inducement or statement of intention has been made by either party, which is not embodied herein.
19. Because Company's exchange boundaries and political subdivision boundaries may not coincide, the Association must make arrangements to handle all 911 Service calls from telephones served by central offices within the 911 Service area when the calling telephone is located outside the geographical boundary of the Association's member entity. All 911 Service calls must be answered on a twenty-four (24) hours per day, seven (7) days per week basis.
20. Provision for the collection and remittance of 911 fees and charges levied upon Company's customers shall be in accordance with State and Local law. The parties further agree:
 - (a) Company hereby agrees to collect and remit pertinent 911 taxes/fees to the Association broken down by jurisdiction for deposit into a special revenue fund established under authority of 11 Okla. Stat. 2001, Section 17-212(2), the Emergency Telephone Tax/Fee, levied by the Association pursuant to the Nine-One-One (911) Emergency Number Ordinance, and/or applicable state statutes, as adopted by the Association; and
 - (b) Company hereby agrees that its collections and remittance to the Association of the Emergency Telephone Tax/Fee shall be done pursuant to and in compliance with the procedures set forth in the respective Nine-One-One Emergency Number Ordinance or resolution and applicable state statutes; and

- (c) The rate of the Emergency Telephone Tax/Fee to be collected and remitted by Company each calendar year shall be as specified by a separate ordinance or resolution of the Association as required by the Act, the Nine-One-One Emergency Number Ordinance or Resolution, which resolution or ordinance has been adopted, and has been approved prior to the date on which Company shall commence collection of the said tax; and
 - (d) Company hereby agrees to commence collection and remittance of the Emergency Telephone Tax/Fee as of the Service Establishment Date; and
 - (e) Company and the Association hereby agree that, for the purposes of the collection and remittance of the Emergency Telephone Tax/Fee, the respective Nine-One-One Emergency Number Ordinance and/or Resolution, and the Act, shall be deemed a part of and incorporated into this Agreement as if fully set out herein; and
 - (f) Company and the Association hereby agree that the administrative fee to be retained by Company, as authorized by 63 O.S. Supp., 2005, Section 2815 of said Act, and the respective Nine-One-One Emergency Number Ordinance and/or Resolution, shall be set at two percent (2%) of the total Emergency Telephone Tax/Fee revenues remitted each month by Company to the Association, unless otherwise prohibited by applicable law; and
 - (g) Company shall forfeit the agreed upon administrative fee authorized by paragraph 21(f) hereof and 63 O.S. Supp., 2005, Section 2815 of said Act, and the respective Nine-One-One Emergency Number Ordinance and/or resolution, when established fees are past due as stated in 63 O.S. Supp., 2005, Section 2815 (c) of said Act. Past due is 31 days after the close of the month in which such fees are collected.
21. The “Company” before it exits the market, or curtail operations and/or service, must file with the Oklahoma Corporation commission an orderly migration policy and exit strategy and provide each affected customer, in the manner required by the commission, notice of the intended action; this includes 1) written confirmation to the 911 Database Management Service Provider of the exact date the applicant is going out of business; 2) the company shall continue to submit transactions to the 911 Database Management Service Provider for transferring and keeping up to date customer information as long as the company remains in service; 3) the “Company” going out of business will unlock all remaining 911 records effective with its termination date to enable any alternative service provider to migrate the existing 911 record should the customer port a telephone number after wind-down of business; 4) in the event the applicant does not unlock all remaining records effective with its termination date, the 911 Database management Service Provider will be authorized to unlock all current records after the migration period ends; 5) the 911 Database Management Services Provider will send written confirmation to the applicant’s contact that all records were unlocked on the effective termination date.

22. Terms and Renewal of Agreement:
- (a) Company and the Association hereby agree that this Agreement shall become effective to the Service to be provided commencing _____, **2006**, and ending June 30 2007.
 - (b) Upon expiration of the term and by the mutual agreement of both parties, Company and the Association will renew this Agreement for an unlimited number of one-year terms to run from July of each year through June of the following year. This option to renew upon mutual agreement shall continue until either Company or the Association declines to exercise its option to renew or until this Agreement is canceled by one of the parties as provided for by paragraph 22 hereof. At each Annual renewal of the Agreement, The Company shall submit an updated attachment A and B no later than 60 days prior to the service renewal date, as provided in section 21 paragraph (a) of this agreement.
23. Company and the Association shall each have the right to cancel this Agreement as follows:
- (a) Company shall have the right to cancel the agreement in the event of a violation by the Association of any of the terms and conditions hereof upon ninety (90) days prior written notice of cancellation to the Association and failure by the Association to cure such violation within such period; and
 - (b) The Association shall have the right to cancel the agreement in the event of a violation by the Company of any of the terms and conditions hereof upon ninety (90) days prior written notice of cancellation to Company and failure by Company to cure such violation within such period.
24. The failure of either party to enforce any of the provisions of this Agreement, or a waiver thereof in any instance shall not be construed as a general waiver or relinquishment on its part of any such provision, but the same shall, nonetheless, be and remain in full force and effect.
25. Company and the Association further understand and agree that certain provisions of this Agreement including the rate, and charges set forth herein are subject to the jurisdiction of the OCC, and as such may be modified from time to time by order of the OCC after notice and hearing.
26. All communications and notices required by or relating to this Agreement shall be deemed to have been made upon receipt by the addressee. All communications and notices required by or relating to this agreement shall be addressed to the respective parties as follows:

If to the Association:

911 Association of Central Oklahoma Governments
21 E. Main – Suite 100
Oklahoma City, Oklahoma 73104

And, if to Company:

Company Name
Street Address
City, State Zip Code

The above addresses may be changed at any time by giving ten (10) days prior written notice either by hand delivery or by certified mail, return receipt requested.

Executed in quadruplicate numbered originals on this _____ day of _____, 2000, by the 911 Association of Central Oklahoma Governments, signing by and through its Executive Director, duly authorized to execute same, and by _____ signing by and through its duly authorized officer as of the _____ day of _____, 20__.

911 ASSOCIATION OF CENTRAL OKLAHOMA
GOVERNMENTS

By: _____

Executive Director

Approved as to Form:

Legal Counsel for the Association

COMPANY NAME

By: _____

Authorized Agent

Name (Print) _____

Title (Print) _____

Original Document Number ___ of ___.

ATTACHMENT A:

Pursuant to the Service Agreement between _____ (“Company”) and the 911 ASSOCIATION OF CENTRAL OKLAHOMA GOVERNMENTS (“the Association”), the following charges shall be billed by Company and paid by the Association. These rate levels shall be adjusted as prescribed in Paragraph 7 of the Service Agreement.

TANDEM TRUNKING

	Non-Recurring	Monthly Recurring
SWBT Tandem Connection Charge	\$165	\$60
Outgoing Tandem Trunks - Quantity of Two (2)	\$100	\$120

DATA BASE DEVELOPMENT

	Non-Recurring	Monthly Recurring
1000 Access Lines x \$385/1000	\$385	
1000 Access Lines x \$80/1000		

Company will not bill the above database development charges to the Association until company has 1000 customers in the area served by the Association. These charges are based upon charges incurred by Company with Southwestern Bell Telephone Company as provided in the local interconnection agreement between the two parties and approved by the Oklahoma Corporation Commission. A change in the rates or the application of the rates in that agreement may result in a modification to the charges stated above.

Company’s billing invoice to the Association shall be based upon a minimum of 1000 lines. Company shall conduct a review of lines in service as prescribed in Paragraph 7 of the Agreement, and submit a report to the Association in a mutually agreed upon format. Such format shall include information, including community codes, to facilitate proper distribution to the appropriate governmental entities represented by the Association. As of the Service Establishment Date, line rates for service on a month-to-month basis are as follows:

Residential Local Line (flat)	\$ [REDACTED]	per month
Residential Local Line (combination)	\$ [REDACTED]	per month*
Business Local Line	\$ [REDACTED]	per month**

Requests for additional equipment or services not currently provided for in this Service Application or changes to rates and charges provided for herein shall be approved from time to time by the Corporation Commission of Oklahoma or as otherwise provided for by law.

*Combination rates are those rates that vary based upon a combination of services. Company should use average cost to determine final amount.

**Business line totals should be calculated by using an average line rate when a flat rate cannot be determined.

***Averaged rates are for contractual use only actual rates must be used for 9-1-1 service fee computations.

Attachment B:

Please remit the number of business and residential lines acquired for each governmental entity. At the bottom of this page please list the total number of customers you provide for in our region.

Entity	# Of Residential Lines	# Of Business Lines	County (City lines are separate from county. County teleco lines are located in areas not incorporated by cities.)
Arcadia			Oklahoma
Bethany			Oklahoma
Calumet			Canadian
Choctaw			Oklahoma
Del City			Oklahoma
Edmond			Oklahoma
El Reno			Canadian
Forest Park			Oklahoma
Geary			Canadian
Guthrie			Logan
Hall Park			Cleveland
Harrah			Oklahoma
Jones City			Oklahoma
Lake Aluma			Oklahoma
Lexington			Cleveland
Luther			Oklahoma
Midwest City			Oklahoma
Moore			Cleveland
Mustang			Canadian
Newcastle			McClain
Nichols Hills			Oklahoma
Nicoma Park			Oklahoma
Noble			Cleveland
Norman			Cleveland
Okarche			Canadian/Kingfisher
Piedmont			Canadian/Kingfisher
Slaughterville			Cleveland
Smith Village			Oklahoma
Spencer			Oklahoma
Tinker Air Force Base			Oklahoma
Tuttle			Grady
Valley Brook			Oklahoma
The Village			Oklahoma
Warr Acres			Oklahoma

Attachment B (2):

Entity	# Of Residential Lines	# Of Business Lines	County
Woodlawn			Oklahoma
Yukon			Canadian
Canadian County			Unincorporated
Cleveland County			Unincorporated
Logan County			Unincorporated
Oklahoma County			Unincorporated
Total #			

Attachment B (2)

ATTACHMENT C:

Company Contact Information

<u>Operations</u>	<u>Name</u>	<u>Ph:</u>	<u>E-mail</u>
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9-1-1 Database Manager			
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24x7 Database Contact			
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Switch Technician			
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Switch Manager			
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Administration

Remittance/Tax			
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Regulatory/Contacts			
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ATTACHMENT D:

9-1-1 Entity Escalation & Contact List

Database Contact:

Carolyn White, 9-1-1 Database Manager
Ph: 405-234-2264 x135
Email: cwhite@acogok.org

Finance (billing):

Deborah Cook, Division Director of Finance
Ph: 405-234-2264 x116
Email: dcook@acogok.org

Contracts/Remittance
Networking/PSAP Ops:

Johnny C. Irons III, 9-1-1 Project Coordinator/Analyst
Ph: 405-234-2264 x138
Email: jirons@acogok.org

Contracts/Remittance:

Paulette Marshall, Assistant, Finance Division
Ph: 405-234-2264
Email: pmarshall@acogok.org

Networking/PSAP Ops:

Stephen M. Willoughby, Director, E9-1-1 & Public Safety Programs
9-1-1 Networking/PSAP Operations
Ph: 405-234-2264 x166
Email: swilloughby@acogok.org

ATTACHMENT E:

9-1-1 Cutover -- Operational Tests

E9-1-1 Trunk Group & Emergency Calls to an Operator

The test calls, except default routing, must have the calling address and telephone number in the designated 9-1-1 Database.

Test calls will be made for each Company NXX.

Carrier will notify each PSAP associated with a test call prior to be the scheduled test date

9-1-1 TRUNK TEST

- Isolate the trunk under test
- Place a 9-1-1 call using a number built in the 9-1-1 database
- Tester will advise the call taker that this is a test call being made by (carrier)
- Tester will verify the PSAP contacted
- Tester will request the 9-1-1 Call Taker to verify the ANI and ALI received
- Tester will request 9-1-1 Call Taker call back to the test number
- Repeat test for all 9-1-1 trunks

DEFAULT ROUTE TESTS

ALI Failure

- Place a 9-1-1 call using a number not built in the 9-1-1 database
- Tester will advise the 9-1-1 Call Taker that this is a test call being made by (Company)
- Tester will verify that the call was answered by the default PSAP

Trunk Failure

- Fail all 9-1-1 trunks
- Verify failure alarms are received locally and at the Switching Control Center
- Activate alternate routing to default PSAP 10 digit emergency number
- Tester will advise the 9-1-1 Call Taker that this is a test call being made by (Company)
- Tester will verify that the call was answered by the default PSAP

Operator Services

- Place a call to the 0 (operator) from the NXX under test
- Identify to the operator that this is as an emergency test call to 9-1-1 and ask the operator to connect tester to the emergency agency
- The Operator should connect the call to the default PSAP
- Tester will advise the 9-1-1 Call Taker that this is a test call being made by (Company)
- Tester will verify that the call was completed to the default PSAP