CALIFORNIA 9-1-1 EMERGENCY COMMUNICATIONS OFFICE
Process For Obtaining VoIP E9-1-1 Connectivity In California

1. Voice over IP Service Provider (VSP) obtains VoIP E9-1-1 Application form from the State of California 9-1-1 web site (http://www.td.dgs.ca.gov/Services/911/default.htm). One form is needed for each VSP/VPC/ESGW combination.

2. Applicant completes Sections 1-3 of application and e-mails to the California 9-1-1 Emergency Communications Office (9-1-1 Office) at voipcommunications@dgs.ca.gov for review.

3. If the 9-1-1 Office determines that all required fields are populated and their requirements have been met, the 9-1-1 Office will provide an approval signature on line 1 of Section 4, assign a tracking number, and e-mail to:

    SBC Industry Marketing (Cheryl Martinez 925-823-5281 cm2894@sbc.com or Martha Cheung 925-823-5869 mc9423@sbc.com); and, Verizon Wholesale Markets webpage using the ASR for services (Leandro Franco at w911.pani.request@verizon.com or Kathy Cerrati at 617-743-1764).

4. SBC/Verizon reviews application form from the 9-1-1 Office to confirm that:
    a.   A commercial/interconnection agreement is in place with the Network Provider (ESGW) and Database Provider (VPC);
    b.   The ESGW has a TD 280A filed with the 9-1-1 Office.

5. If SBC/Verizon determines that there is a discrepancy, Industry/Wholesale Marketing will contact the 9-1-1 Office for resolution.

6. Industry/Wholesale Marketing will provide approval signature on line 2 of Section 4, and e-mail to the 9-1-1 Office with a copy to the SBC/Verizon Project Manager after confirmation that the applicant has:
    a.   Appropriate commercial/interconnect agreements;
    b.   An approved TD280A;
    c.   Appropriate network configuration in place for Acceptance Testing and connectivity to the Sacramento, Santa Ana, or La Puente Selective Router; and
    d.   VoIP ALI Steering links in place.

7. After receiving the approved application form from SBC/Verizon, the 9-1-1 Office will review the document and provide approval signature (on line 3 Section 4) for the VSP to conduct Acceptance Testing. The 9-1-1 Office will e-mail the application with the approval to SBC/Verizon Industry/Wholesale Marketing to begin Acceptance Testing coordination.

8. ILEC E9-1-1 Project Manager will determine from the application (Section 2 of form), what test PSAP will be utilized for Acceptance Testing.

9. ILEC E9-1-1 Project Manager will contact applicant to set up test schedule and provide test ESQKs (pANIs).

10. Applicant will conduct Acceptance Test with the appropriate ILEC.

11. ILEC will verify with VSP, that all parties (VSP, ESGW, and VPC) meet all requirements identified by the 9-1-1 Office (http://www.td.dgs.ca.gov/Services/911/default.htm).

12. Upon successful completion of Acceptance Test, ILEC will provide approval signature on line 4, Section 4 of application and e-mail back to the State and to other ILEC.

13. The 9-1-1 Office will review the application and provide final approval on line 5 of Section 4.

14. The 9-1-1 Office will e-mail application form back to VSP and ILECs, along with a list of ILEC Selective Routers and PSAPs that the VSP can implement in order to provide service. In addition, the State will provide to the applicant the contact for ESQK assignment for SBC (esqkrequest@sbc.com) and/or Verizon (w911.pani.request@verizon.com).