

# PS911 Implementation Procedures

## For Sites with SBC PRI Trunks

1. TC911 prepares PS911 Service Agreement documents (duplicate originals) and delivers to Private Switch Provider for signature. PSP signs and returns both originals to TC911. TC911 executive director signs and returns one of the originals to PSP.
2. PSP provides TC911 with BTN of PRI trunk group(s) that will be used to transport 9-1-1 calls and the range(s) of DID numbers associated with the PBX station lines.
3. TC911 prepares and sends a PS911 Worksheet order to the SBC 9-1-1 account manager to establish a PS911 database user ID, detailing DID number ranges and authorizing the activation of the Inform 911 feature on the PRI trunk group(s) identified by BTN(s).
4. PSP assigns responsibility for PS911 database creation and maintenance to an employee or third-party agent who submits the **SBC SYSTEM USERID REQUEST** form to the SBC 9-1-1 account manager via the FAX number listed on the form. If the PSP uses a third-party agent instead of an employee, an agency letter must be provided to TC911.
5. SBC 9-1-1 account team coordinates the issuance of a SecurID card needed to access the 9-1-1 database management system. Initial login instructions with “PS code”, Unix ID, and contact information for the SBC “help desk” should be included with the card when it is delivered to PSP via UPS. The toll-free number for the SBC help-desk is 1-800-262-6672.
6. TC911 coordinates joint discussions with Fire Department officials to develop location descriptions for PS911 that are consistent with existing fire inspection documents and meaningful to first responders.
7. TC911 furnishes step-by-step instructions written to assist PSP with creating and uploading the initial database file. PSP must have a PC with dial-up modem and compatible telecommunications software. It is recommended that PSP use *PS911 Record Builder* (provided by TC911) to create the file.
8. Upon receipt of the SecurID card from SBC, PSP can log on and upload an initial file. TC911 can arrange technical assistance/training for PSP’s employee if needed.
9. PSP notifies TC911 after PSP has successfully uploaded all of the PS911 records. TC911 reviews records in the 9-1-1 database before scheduling the time and date for conducting test calls.
10. PSP places an order with SBC account manager to add the Inform 911 feature to the PRI trunks. The requested due date for the activation will be the date scheduled for testing. **THE ACTIVATION OF THIS FEATURE MAY REQUIRE CLOSE COORDINATION SO THAT IT OCCURS AT A SPECIFIC TIME ON THE SPECIFIC DATE THAT TEST CALLS WILL BE CONDUCTED.**
11. PSP coordinates with PBX vendor to implement translations in PBX switches that transmit the correct CLID when 9-1-1 is dialed by PBX station lines according to the agreed-upon numbering/location scheme. Switch translations must also be written to assure that inbound calls to any “pseudo numbers” will ring back to the originating caller or a pre-designated PBX station that is answered 24x7 (such as an on-site security desk).
12. Test calls will be jointly conducted on-site by PSP and TC911 following a test script written by TC911. Representatives of PSP’s dial-tone provider and PBX vendor should be on-site, or on stand-by accessible by telephone, to assist with resolving any problems detected during testing.