Appendix C

Carrier questionnaire

SMS to 9-1-1 PSAP Readiness Questionnaire Please fill out & return to: [Carrier Contact Name] _____ [Carrier Contact Address] _____	
Name of PSAP	
PSAP FCC ID	
Contact info:	
Street	
Street	
City	
State	
ZIP	
PSAP Primary Point of Contact:	
First Name	
Last Name	
Desk Phone	
Cellular Phone	
Email address	
PSAP Admin Line	

Existing SMS to 9-1-1 service today?	Yes ☐ No ☐ If yes, please explain:
Will your PSAP be accepting SMS to 9-1-1 messages for other PSAP jurisdictions?	No ☐ If Yes, list name & FCC ID (authorization letter from these PSAPs or 9-1-1 Authorities may be required):
Are there call taker workstations that can install Microsoft® Internet Explorer® version 8, Firefox® latest version, or Chrome™ latest version?[1]	Yes ☐
	No ☐
If answered no above, can there be a special waiver to install one of the listed browsers?	Yes ☐ Preferred Browser:
	No ☐
Are there workstations with a browser already installed?	Yes ☐ No ☐ If yes, list browser and version:
Do the workstations have public internet access?	Yes ☐ No ☐
Does your PSAP have an ESInet or other IP network connectivity? ***Please note:*** *Support for IP networks that are not NENA i3 ESInet compliant are handled on a case-by-case basis*	Yes ☐ No ☐
If yes:	
Are the IP links redundant?	
Where are the Points of Interconnection (POIs) located?	
Who is the ESInet facility vendor?	
If no:	

[1] Internet Explorer is a trademark of Microsoft. Firefox is a trademark of Mozilla, and Chrome is a trademark of Google.

Who is the 9-1-1 Service Provider in your county?	
Do you have a point of contact for ordering and configuring circuits?	Yes ☐ No ☐ If yes, Name: Contact Number:
How long does it take to complete a circuit order?	
Is there a firewall or internet proxy in place?	Yes ☐ No ☐ If yes, firewall make & model:
Is there a firm that manages your workstations or firewall? If so please list firm and contact information.	Yes ☐ Contact Name: Contact Number:
	No ☐ (Please list primary in house IT department contact) Name: Contact Number:
Please list the number of workstations accessing the SMS to 9-1-1 service.	
How many dispatchers will be handling the service?	
Is the PSAP CPE equipped to handle TTY calls?	Yes ☐ List CPE make and model:
	No ☐ Can the CPE be upgraded?
Is the TTY workstation(s) connected via existing CAMA/SS7 trunk groups?	Yes ☐ No ☐
Is the TTY workstation(s) also connected to the ALI?	Yes ☐ No ☐