

Appendix C

Sample Carrier questionnaire

It is highly recommended that planning for SMS Text-to-9-1-1 include consultation and input from [hearing and speech](#) organizations [representing those who are deaf, hard of hearing, or have a speech disability](#) in your county or area. Getting their input and help in public education efforts and PSAP operations procedures will assist in a smooth implementation of the service.

| 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 <input type="checkbox"/> No <input type="checkbox"/> If yes, please explain: |
| Will your PSAP be accepting SMS to 9-1-1 messages for other PSAP jurisdictions? | No <input type="checkbox"/> 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? ⁸ | Yes <input type="checkbox"/> |
| | No <input type="checkbox"/> |
| If answered no above, can there be a special waiver to install one of the listed browsers? | Yes <input type="checkbox"/> Preferred Browser: |
| | No <input type="checkbox"/> |
| Are there workstations with a browser already installed? | Yes <input type="checkbox"/> No <input type="checkbox"/> If yes, list browser and version: |
| Do the workstations have public internet access? | Yes <input type="checkbox"/> No <input type="checkbox"/> |
| Does your PSAP have an ESInet or other IP network connectivity? <i>Please note: Support for IP networks that are not NENA i3 ESInet compliant are handled on a case-by-case basis</i> | Yes <input type="checkbox"/> No <input type="checkbox"/> |
| If yes: | |
| Are the IP links redundant? | |
| Where are the Points of Interconnection (POIs) located? | |
| Who is the ESInet facility vendor? | |
| If no: | |

⁸ 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 <input type="checkbox"/> No <input type="checkbox"/> 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 <input type="checkbox"/> No <input type="checkbox"/> If yes, firewall make & model: |
| Is there a firm that manages your workstations or firewall? If so please list firm and contact information. | Yes <input type="checkbox"/> Contact Name: Contact Number: |
| | No <input type="checkbox"/> (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 <input type="checkbox"/> List CPE make and model: |
| | No <input type="checkbox"/> Can the CPE be upgraded? |
| Is the TTY workstation(s) connected via existing CAMA/SS7 trunk groups? | Yes <input type="checkbox"/> No <input type="checkbox"/> |
| Is the TTY workstation(s) also connected to the ALI? | Yes <input type="checkbox"/> No <input type="checkbox"/> |