



Procedure For Making Test Calls to Emergency Codes 000/112

- Technical staff of a Carrier/ Service Provider making individual test calls subsequent to a network/switch upgrade will use the following scripted wording:

"This is xxxxx technician with a Triple Zero test call, please confirm the CLI displayed is 0XXXXXX?"

Test Calls Case Scenario 1; More than 50 Test Calls within 24 hours period.

- A Carrier/ Service Providers must notify Telstra Emergency Service Answer Point (ESAP) esap@team.telstra.com when they propose to make more than 50 test calls to 000 Service within a 24 hours period.

Test Calls Case Scenario 2; Less than 50 Test Calls within 24 hours period.

- ESAP have no requirement to receive notification from Carrier/ Service Providers when the number of test calls to 000 in a 24 hour period is no more than 50.

Note: Mobile Location Information (MoLI) of the call will not be given over the phone. If MoLI is required, it can be obtained by calling Kaylene Mcpherson on (07) 3884 5120 after the test call has been completed.

For information or assistance, contact:

[Kaylene McPherson](#)
(07) 38845120
Emergency Service Answer Point
Telstra Corporation Limited