Procedure for making Test Calls to the Emergency Call Numbers 000 & 112

This procedure is for **CE Suppliers, Test Houses or Carrier/CSPs** who make individual test calls to the Telstra Emergency Service Answer Point (ESAP).

Pre-Test Checks

Test Call Case Scenario 1: More than 50 Test Calls within 24 hours period

A CE Supplier, Test House or Carrier/CSP must notify the ESAP (esap@team.telstra.com) when they propose to make more than 50 test calls to the 000 Emergency Call Service within a 24 hours period.

Test Call Case Scenario 2: Less than 50 Test Calls within 24 hours period

The ESAP has no requirement to receive notification from a CE Supplier, Test House or Carrier/CSP when the number of test calls to 000 in a 24 hour period is less than 50.

Note: If the Test call is made from a mobile device or a nomadic service, the ESAP agent can confirm the (Mobile Location information) that is available on their terminals. This information is limited, so if further detail is required please send your request to the email contact (esap@team.telstra.com).

Test Call Steps

1. Place your test call to 000. When the agent answers your test call to 000, please use the following script:

    "This is [Your Name] technician making a Triple Zero test call; please confirm the phone number displayed is 0XXXXXXXXX "

2. The ESAP agent will follow their procedure to direct your test call to a Test Call Recorded Voice Announcement (RVA).

3. For mobile test calls, a Test Call RVA will then be played back in a loop for a total duration of 2 minutes. This will allow multiple Advanced Mobile Location messages to be received by the ESAP during your mobile test call. Do not stay connected to the RVA longer than is necessary.

4. For other types of services and or CE, a Test Call RVA will then be played. Do not stay connected to the RVA longer than is necessary

Post Test Call

If further information is required in relation to the test calls made, or to confirm Mobile Location information data received for a mobile test call, the CE Supplier, Test House or Carrier/CSP should email the request to the ESAP via esap@team.telstra.com and include the following information:

(a) phone number/s of the test service used;

(b) time/date of test 000 Emergency Calls; and

(c) information required from the test call (ie; whether AML data was received via SMS for the Emergency Calls; etc.)

The ESAP Representative will confirm back via email the required information.

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