



## **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?"**

- **If the Test call is from a Mobile Carrier or a Nomadic service the agent can confirm the Moli code or if need be can read back the Moli code displayed.**

If at any stage of the call the information given to you, you believe is incorrect do not quiz the agent. Hung up and email or phone (during business hours) Kaylene McPherson (details below) requesting the information displayed to the agent.

## **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](mailto: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:

To obtain the call details of your test call including CLI, Address and Moli information. Email Kaylene McPherson - [Kaylene.M.McPherson@team.telstra.com](mailto:Kaylene.M.McPherson@team.telstra.com) or during business hours contact Kaylene McPherson on (07) 3884 5120.

For information or assistance, contact:

[Kaylene McPherson](#)  
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**Emergency Service Answer Point**  
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