

VIXXI Trouble Reporting Guidelines

For emergencies that need immediate response:

- Call our 24/7 number for assistance: 817-733-2986

For non-emergencies:

- Call 972-791-0911
- Fill out PSAP Error Resolution form and fax to: 972-717-9099
- Or email techsupport@vixxisolutions.com

PSAP Discrepancy Error Resolution (Fax to: 972-717-9099)

Call Info	
TN	
pANI if shell record displayed	
Caller name displayed	
NENA ID displayed	
ESN	
ANI	<input type="checkbox"/> ANI failure <input type="checkbox"/> Incorrect ANI <input type="checkbox"/> No ANI <input type="checkbox"/> Misroute
ALI	<input type="checkbox"/> No Record Found <input type="checkbox"/> No Display <input type="checkbox"/> Incorrect Address
PSAP Description	
Call Date	
911 Call Taker	
Answer PSAP	
Correct PSAP	
PSAP Manager Name and Phone	
County	
State	
PSAP Comments	

VIXXI Trouble Reporting Guidelines

When a problem occurs where ANI and/or ALI are not delivered or the call has been misrouted to your PSAP, the call taker should ask the caller who their telecommunications service provider is. If it is one of the VIXXI Solutions, Inc. VoIP Service Providers, VIXXI Solutions should be contacted.

If the call requires immediate assistance from VIXXI (Emergency call with no ANI/ALI, caller on line but unsure of their location, etc), call VIXXI at **817-733-2986**. This number is available 24X7.

If the call does not require immediate assistance: e-mail a PSAP Error Resolution Form (next page) to techsupport@vixxisolutions.com or fax the form to **972-717-9099**.

VoIP Service Providers Supported by VIXXI Solutions:

Name (See Attached) NENA ID (All using VIXXI Nena ID "VIXXI")

This list will be provided to authorized PSAPs upon request to 972-791-0911 or TechSupport@VixxiSolutions.com

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E911 Inquiry

		Maintenance Ledger Attached	<input type="checkbox"/> Yes	<input type="checkbox"/> No
PSAP Name	System Name	Serial #		
Date of Call	Time of Call	Operator		
Did You Transfer Call? <input type="checkbox"/> No <input type="checkbox"/> Yes If Yes, To:				
Did You Receive Transfer? <input type="checkbox"/> No <input type="checkbox"/> Yes If Yes, From:				
ANI IN		ALI IN		
Database Reason for Inquiry (Choose All Boxes That Apply. Complete Form and Provide Form to 911 Coordinator)				

- 1 ALI Record Not Found (Display Shows Record Not Found)
- 2 Wrong ALI Display of:

	Displayed	Should Be
<input type="checkbox"/> Name	_____	_____
<input type="checkbox"/> Address	_____	_____
<input type="checkbox"/> Location	_____	_____
<input type="checkbox"/> Community	_____	_____
<input type="checkbox"/> ESN	_____	_____
- 3 Misroute...ESN Displayed _____
- 4 other _____

Comments:

Repair Reason For Inquiry (Check All Boxes That Apply, Report Repair and Provide Form to 911 Coordinator for Records Only)

1	<input type="checkbox"/> ANI Display <input type="checkbox"/> No ANI <input type="checkbox"/> Wrong ANI <input type="checkbox"/> ANI Failure (911-000xor000-0000) <input type="checkbox"/> Anonymous Call	Comments
2	<input type="checkbox"/> No ALI Display	
3	<input type="checkbox"/> Spurious Call (Caller Didn't Dial 911 - Static on Line)	
4	<input type="checkbox"/> Other _____	

For VIXXI Use Only

Action	
<input type="checkbox"/> Trouble Cleared As of _____	

<input type="checkbox"/> Investigation Concluded. No Action Required as of _____	<input type="checkbox"/> Trouble Referred to ICO on _____
<input type="checkbox"/> Trouble Referred to Repair on _____	<input type="checkbox"/> Trouble Referred to Other on _____

Comments:
