



ATIS-0500019.2010 (S2021)

REQUEST FOR ASSISTANCE INTERFACE (RFAI) SPECIFICATION

AMERICAN NATIONAL STANDARD FOR TELECOMMUNICATIONS



ATIS is the leading technical planning and standards development organization committed to the rapid development of global, market-driven standards for the information, entertainment and communications industry. More than 250 companies actively formulate standards in ATIS' 18 Committees, covering issues including: IPTV, Service Oriented Networks, Energy Efficiency, IP-Based and Wireless Technologies, Quality of Service, and Billing and Operational Support. In addition, numerous Incubators, Focus and Exploratory Groups address emerging industry priorities including "Green", IP Downloadable Security, Next Generation Carrier Interconnect, IPv6 and Convergence.

ATIS is the North American Organizational Partner for the 3rd Generation Partnership Project (3GPP), a member and major U.S. contributor to the International Telecommunication Union (ITU) Radio and Telecommunications' Sectors, and a member of the Inter-American Telecommunication Commission (CITEL). For more information, please visit < <http://www.atis.org> >.

AMERICAN NATIONAL STANDARD

Approval of an American National Standard requires review by ANSI that the requirements for due process, consensus, and other criteria for approval have been met by the standards developer.

Consensus is established when, in the judgment of the ANSI Board of Standards Review, substantial agreement has been reached by directly and materially affected interests. Substantial agreement means much more than a simple majority, but not necessarily unanimity. Consensus requires that all views and objections be considered, and that a concerted effort be made towards their resolution.

The use of American National Standards is completely voluntary; their existence does not in any respect preclude anyone, whether he has approved the standards or not, from manufacturing, marketing, purchasing, or using products, processes, or procedures not conforming to the standards.

The American National Standards Institute does not develop standards and will in no circumstances give an interpretation of an American National Standard. Moreover, no person shall have the right or authority to issue an interpretation of an American National Standard in the name of the American National Standards Institute. Requests for interpretations should be addressed to the secretariat or sponsor whose name appears on the title page of this standard.

CAUTION NOTICE: This American National Standard may be revised or withdrawn at any time. The procedures of the American National Standards Institute require that action be taken periodically to reaffirm, revise, or withdraw this standard. Purchasers of American National Standards may receive current information on all standards by calling or writing the American National Standards Institute.

Notice of Disclaimer & Limitation of Liability

The information provided in this document is directed solely to professionals who have the appropriate degree of experience to understand and interpret its contents in accordance with generally accepted engineering or other professional standards and applicable regulations. No recommendation as to products or vendors is made or should be implied.

NO REPRESENTATION OR WARRANTY IS MADE THAT THE INFORMATION IS TECHNICALLY ACCURATE OR SUFFICIENT OR CONFORMS TO ANY STATUTE, GOVERNMENTAL RULE OR REGULATION, AND FURTHER, NO REPRESENTATION OR WARRANTY IS MADE OF MERCHANTABILITY OR FITNESS FOR ANY PARTICULAR PURPOSE OR AGAINST INFRINGEMENT OF INTELLECTUAL PROPERTY RIGHTS. ATIS SHALL NOT BE LIABLE, BEYOND THE AMOUNT OF ANY SUM RECEIVED IN PAYMENT BY ATIS FOR THIS DOCUMENT, WITH RESPECT TO ANY CLAIM, AND IN NO EVENT SHALL ATIS BE LIABLE FOR LOST PROFITS OR OTHER INCIDENTAL OR CONSEQUENTIAL DAMAGES. ATIS EXPRESSLY ADVISES ANY AND ALL USE OF OR RELIANCE ON THIS INFORMATION PROVIDED IN THIS DOCUMENT IS AT THE RISK OF THE USER.

NOTE - The user's attention is called to the possibility that compliance with this standard may require use of an invention covered by patent rights. By publication of this standard, no position is taken with respect to the validity of this claim or any patent rights in connection therewith. The patent holder has, however, filed a statement of willingness to grant license under these rights on reasonable and nondiscriminatory terms and conditions to applicants desiring to obtain such a license. Details may be obtained from the publisher.

ATIS-0500019.2010(S2021) Request for Assistance Interface (RAFI) Specification

Is an American National Standard developed by the **Next Generation Emergency Services (NGES)** Subcommittee under the **ATIS Emergency Services Interconnection Forum (ESIF)**.

Published by
Alliance for Telecommunications Industry Solutions
1200 G Street, NW, Suite 500
Washington, DC 20005

Copyright © 2021 by Alliance for Telecommunications Industry Solutions
All rights reserved.

Parts of this publication may be reproduced in any form, in an electronic retrieval system or otherwise, without the prior written permission of the publisher. For information contact ATIS at 202.628.6380. ATIS is online at < <http://www.atis.org> >.

Printed in the United States of America.

American National Standard for Telecommunications

REQUEST FOR ASSISTANCE INTERFACE (RFAI) SPECIFICATION

Alliance for Telecommunications Industry Solutions

Approved September 10, 2010

Abstract

This ATIS Standard defines the Request For Assistance Interface (RFAI) between the Emergency Services Next Generation Network (ES-NGN) and a Public Safety Answering Point (PSAP). Initially, Requests for Assistance are emergency voice calls and RFAI defines the foundation for supporting future types of Request for Assistance. The RFAI specification may be used by PSAP CPE vendors and Network Equipment Providers that are implementing IP-based solutions as part of the transition and evolution to the Next Generation 9-1-1 emergency services (NG9-1-1).

FOREWORD

The information contained in this Foreword is not part of this American National Standard (ANS) and has not been processed in accordance with ANSI's requirements for an ANS. As such, this Foreword may contain material that has not been subjected to public review or a consensus process. In addition, it does not contain requirements necessary for conformance to the Standard.

The Alliance for Telecommunication Industry Solutions (ATIS) serves the public through improved understanding between providers, customers, and manufacturers. The Emergency Services Interconnection Forum (ESIF) provides a venue to facilitate the identification and resolution of technical and/or operational issues related to the interconnection of emergency services networks with other networks (e.g., wireline, cable, satellite, Internet, etc.). ESIF is an open technical/operational forum to identify and resolve interconnection issues through the voluntary participation of interested parties. The interest of all members will be served by observing the principles of openness, fairness, consensus, and due process.

ESIF develops standards and other documentation for the interconnection of emergency services networks. ESIF will liaise with industry, governmental, standards, and public safety organizations to approve them of its deliberations and decision, and ensure the proper coordination of activities. Discussion will be focused on the application of current and emerging technologies to maintain and support the interconnection of emergency services networks.

ANSI guidelines specify two categories of requirements: mandatory and recommendation. The mandatory requirements are designated by the word *shall* and recommendations by the word *should*. Where both a mandatory requirement and a recommendation are specified for the same criterion, the recommendation represents a goal currently identifiable as having distinct compatibility or performance advantages.

Suggestions for improvement of this document are welcome. They should be sent to the Alliance for Telecommunications Industry Solutions, ESIF Secretariat, 1200 G Street NW, Suite 500, Washington, DC 20005.

ESIF was responsible for the development of this American National Standard.

- A. Hastings, ESIF Chair
- J. Goerke, ESIF 1st Vice Chair
- G. Pavon, ESIF 2nd Vice Chair
- S. Barclay, ATIS Director
- C. Underkoffler, ATIS Chief Editor
- A. Nowicki, ATIS Committee Administrator

The Next Generation Emergency Services (NGES) Subcommittee was responsible for the development of this American National Standard.

- A. Akundi, NGES Co-Chair
- C. Militeau, NGES Co-Chair
- T. Breen, NGES Technical Editor
- P. Sherry, NGES Technical Editor

TABLE OF CONTENTS

1 SCOPE, PURPOSE, & APPLICATION.....	1
1.1 SCOPE.....	1
1.2 PURPOSE.....	1
1.3 APPLICABILITY.....	2
1.4 RFAI ASSUMPTIONS.....	2
1.4.1 IPSR Function.....	2
1.4.2 RFAUA Function.....	3
2 NORMATIVE REFERENCES.....	3
3 DEFINITIONS, ACRONYMS, & ABBREVIATIONS.....	4
3.1 DEFINITIONS.....	4
3.2 ACRONYMS & ABBREVIATIONS.....	5
4 REQUIREMENTS.....	6
4.1 NENA REQUIREMENTS.....	6
4.1.1 NENA i3 TRD.....	6
4.1.2 Requirements from IP-Capable PSAP Minimum Operational Requirements.....	9
4.2 REQUIREMENTS BEYOND NENA SPECIFICATIONS.....	10
4.2.1 Configuration and State Management.....	10
4.2.2 Request Notification Delivery.....	10
4.2.3 Test-Calls.....	12
4.2.4 Voice Bridging.....	12
4.2.5 RFAUA Registration Requirements.....	13
4.2.6 RFAI Version.....	14
5 FUNCTIONAL ARCHITECTURE.....	14
5.1 RFAI SUPPORT OF LEGACY INCOMING MESSAGING ARCHITECTURE (INFORMATIVE).....	15
5.2 RFAI SUPPORT OF OUTGOING MESSAGING ARCHITECTURE (INFORMATIVE).....	16
5.3 COMPARISON OF RFAI TO THE NENA i3 IP PSAP INTERFACE.....	16
6 CALL AND DATA FLOWS.....	17
6.1 STATE MANAGEMENT.....	17
6.1.1 Heartbeat Monitor.....	17
6.1.2 RFAUA Events.....	18
6.1.2.1 ElementState.....	18
6.1.2.2 PSAPCapacity.....	20
6.1.3 IPSR Events.....	21
6.1.3.1 RFA Routing Notification.....	21
6.2 SESSION MANAGEMENT.....	22
6.2.1 Request for Assistance Delivery to the RFAUA.....	22
6.2.2 IPSR Request Delivery, Early Media.....	23
6.2.3 Request Termination.....	24
6.2.4 Call Routed from ESInet ESRP to IPSR.....	24
6.3 BRIDGING.....	25
6.3.1 Bridge Requests Using the SIP INFO Method.....	27
6.3.2 Bridge Requests Using the SIP REFER Method.....	29
6.4 RFAUA REGISTRATION.....	31
6.4.1 Context Area Registrar Domain.....	32
6.4.2 Context Area Registrar URI (Registrar-uri).....	33
6.4.3 Multiple RFAUAs per Context Area.....	33
6.4.4 Re-registering.....	33
6.4.5 De-registering.....	33
6.4.6 Re-registration and status monitoring.....	34
6.4.7 Versioning in the RFA Interface.....	34
7 SIP HEADERS.....	36
7.1 AUTHORIZATION.....	37

7.2	CALL-INFO HEADER.....	37
7.3	CONTACT HEADER.....	38
7.4	EVENT HEADER.....	39
7.4.1	RFAUA Events.....	39
7.4.2	IPSR Events.....	39
7.4.2.1	RFAI IPSR Event Package Body.....	39
7.5	EXPIRES.....	41
7.6	FROM HEADER.....	41
7.7	GEOLOCATION HEADER.....	41
7.8	HISTORY-INFO HEADER.....	42
7.9	P-ASSERTED IDENTIFY (PAI) HEADER.....	44
7.10	RECORD ROUTE HEADER.....	44
7.11	TO HEADER.....	45
7.12	WWW-AUTHENTICATE.....	45
8	SIP MESSAGE BODY EXTENSIONS.....	45
8.1	MULTIPART MIME BODIES.....	45
8.2	NOTIFY MESSAGE BODIES.....	46
8.2.1	Element State.....	46
8.2.2	RFAI RFAUA Event Package Body.....	47
8.3	SIP INFO MESSAGE BODIES.....	49
9	TEST CALLS.....	51
10	SIP PROFILES.....	53
10.1	INVITE METHOD PROFILE.....	54
10.1.1	Invite Request Profile.....	54
10.1.2	Invite Response (100 Trying) Profile.....	55
10.1.3	183 In Progress Profile.....	56
10.2	PRACK METHOD PROFILE.....	57
10.2.1	PRACK Example.....	57
10.2.2	200 OK Profile.....	57
10.2.3	ACK Profile.....	58
10.3	BYE METHOD PROFILE.....	59
10.3.1	BYE Request Profile.....	59
10.3.2	BYE Response 200 OK.....	59
10.4	OPTIONS METHOD PROFILE.....	60
10.4.1	OPTIONS Request Profile.....	60
10.4.2	OPTIONS Response (200 OK) Profile.....	60
10.5	SUBSCRIBE METHOD PROFILE.....	61
10.5.1	Subscribe Request Profile.....	61
10.5.2	SUBSCRIBE Response (200 OK) Profile.....	61
10.6	NOTIFY METHOD PROFILE.....	62
10.6.1	Notify Request Profile.....	62
10.6.2	NOTIFY Response (200 OK) Profile.....	63
10.7	INFO METHOD PROFILE.....	64
10.7.1	INFO Request Profile.....	64
10.8	REFER METHOD PROFILE.....	65
10.8.1	REFER Request Profile.....	65
10.9	REGISTER PROFILE.....	66
10.9.1	REGISTER Request Profile.....	66
10.9.1.1	Registration Example.....	66
10.9.2	ERROR RESPONSE PROFILE.....	67
10.9.2.1	Error Response Example.....	68
11	SECURITY.....	68
12	ERROR CODES.....	68
A	BRIDGING USE CASES.....	72
A.1	BRIDGE ON SECOND PSAP.....	72
A.1.1	Short Descriptions.....	72
A.1.2	Actors.....	72

A.1.3	Pre-Conditions.....	72
A.1.4	Post-Conditions.....	73
A.1.5	Normal Flow.....	73
A.1.6	Alternative Flows.....	73
A.1.7	Exceptions.....	73
A.2	BRIDGE ON THIRD PSAP.....	73
A.2.1	Short Descriptions.....	73
A.2.2	Actors.....	73
A.2.3	Pre-Conditions.....	73
A.2.4	Post-Conditions.....	74
A.2.5	Normal Flow.....	74
A.2.6	Alternative Flows.....	74
A.2.7	Exceptions.....	74
A.3	PSAP A DROPS FROM BRIDGE.....	74
A.3.1	Short Descriptions.....	74
A.3.2	Actors.....	74
A.3.3	Pre-Conditions.....	74
A.3.4	Post-Conditions.....	75
A.3.5	Normal Flow.....	75
A.3.6	Alternative Flows.....	75
A.3.7	Exceptions.....	75
A.4	DROP SECOND PSAP FROM THE BRIDGE.....	75
A.4.1	Short Descriptions.....	75
A.4.2	Actors.....	75
A.4.3	Pre-Conditions.....	75
A.4.4	Post-Conditions.....	75
A.4.5	Normal Flow.....	75
A.4.6	Alternative Flows.....	76
A.4.7	Exceptions.....	76
A.5	DROP SPECIFIED PSAP FROM THE BRIDGE.....	76
A.5.1	Short Descriptions.....	76
A.5.2	Actors.....	76
A.5.3	Pre-Conditions.....	76
A.5.4	Post-Conditions.....	76
A.5.5	Normal Flow.....	76
A.5.6	Alternative Flows.....	77
A.5.7	Exceptions.....	77
A.6	SUPERVISOR MONITORS A CALL.....	77
A.6.1	Short Descriptions.....	77
A.6.2	Actors.....	77
A.6.3	Pre-Conditions.....	77
A.6.4	Post-Conditions.....	77
A.6.5	Normal Flow.....	77
A.6.6	Alternative Flows.....	77
A.6.7	Exceptions.....	78
A.7	INCOMING SIP CALL FROM ESRP TO IPSR.....	78
A.7.1	Short Descriptions.....	78
A.7.2	Actors.....	78
A.7.3	Pre-Conditions.....	78
A.7.4	Post-Conditions.....	78
A.7.5	Normal Flow.....	78
A.7.6	Alternative Flows.....	79
A.8	INCOMING SIP CALL FROM ESRP TO IPSR SUBSEQUENTLY BRIDGED BY PSAP A.....	79
A.8.1	Short Descriptions.....	79
A.8.2	Actors.....	79
A.8.3	Pre-Conditions.....	79
A.8.4	Post-Conditions.....	79
A.8.5	Normal Flow.....	79
A.8.6	Alternative Flows.....	79
A.9	INCOMING SIP CALL FROM ESRP TO IPSR SUBSEQUENTLY BRIDGED BY PSAP A, WITH THE BRIDGING CONTROLLED BY THE ESINET.....	80
A.9.1	Short Descriptions.....	80

A.9.2 Actors.....	80
A.9.3 Pre-Conditions.....	80
A.9.4 Post-Conditions.....	80
A.9.5 Normal Flow.....	80
A.9.6 Alternative Flows.....	80
B CONCEPT ARCHITECTURE.....	81

TABLE OF FIGURES

FIGURE 1: RFAI FUNCTIONAL ARCHITECTURE	15
FIGURE 2: DIAGRAM SHOWING RFAI SUPPORT OF MULTIPLE LEGACY CALL ORIGINATION TYPES (INFORMATIVE).....	16
FIGURE 3: CONCEPTUAL VIEW OF RFAI CALL DISTRIBUTION SUPPORTED ARCHITECTURE (INFORMATIVE).....	16
FIGURE 4: CONCEPTUAL VIEW OF ESINET ELEMENTS IN COMPARISON TO RFAI ARCHITECTURE (INFORMATIVE).....	17
FIGURE 5: HEARTBEAT MONITOR USING OPTIONS.....	18
FIGURE 6: IPSR SUBSCRIBES TO RFAUA EVENT	20
FIGURE 7: RFAUA SUBSCRIBES TO IPSR EVENTS	21
FIGURE 8: IPSR REQUEST SETUP.....	22
FIGURE 9: IPSR REQUEST SETUP WITH EARLY MEDIA	23
FIGURE 10: SESSION TERMINATION BY RFAUA	24
FIGURE 11: EXAMPLE OF WIRELINE EMERGENCY CALL FLOW	25
FIGURE 12: BRIDGING WITH THE SIP INFO METHOD (FIXED, SELECTIVE OR MANUAL)	28

TABLE OF TABLES

TABLE 1: ELEMENT STATE	19
TABLE 2: HEADING USAGE.....	37
TABLE 3: RFA-ROUTING NOTIFY PARAMETERS.....	40
TABLE 4: HISTORY-INFO PARAMETERS: ROUTING-METHOD AND LEFT-STATUS.....	42
TABLE 5: SIP INVITE REQUEST PROFILE.....	54
TABLE 6: INVITE REQUEST BODY PROFILE.....	54
TABLE 7: 100 TRYING PROFILE	55
TABLE 8: 183 PROFILE	56
TABLE 9: 183 BODY PROFILE	56
TABLE 10: PRACK PROFILE	57
TABLE 11: 200 OK PROFILE.....	57
TABLE 12: INVITE 200 BODY PROFILE	58
TABLE 13: ACK PROFILE.....	58
TABLE 14: ACK BODY PROFILE.....	58
TABLE 15: BYE REQUEST PROFILE	59
TABLE 16: OPTIONS PROFILE.....	60
TABLE 17: SUBSCRIBE PROFILE.....	61
TABLE 18: NOTIFY REQUEST PROFILE.....	62
TABLE 19: NOTIFY BODY PROFILE.....	62
TABLE 20: INFO PROFILE.....	64
TABLE 21: INFO BODY PROFILE.....	64
TABLE 22: REFER PROFILE.....	65
TABLE 23: REGISTER REQUEST PROFILE	66
TABLE 24: 4XX, 5XX, 6XX ERROR RESPONSE PROFILE	67
TABLE 25: SUBSCRIBE RESPONSE ERROR CODES	69
TABLE 26: NOTIFY RESPONSE ERROR CODES	69
TABLE 27: INVITE RESPONSE ERROR CODES	70
TABLE 28: INFO RESPONSE ERROR CODES	70
TABLE 29: REGISTER RESPONSE ERROR CODES.....	71
TABLE 30: REFER RESPONSE ERROR CODES	71

American National Standard for Telecommunications –

Request for Assistance Interface (RFAI) Specification

1 SCOPE, PURPOSE, & APPLICATION

1.1 Scope

The future of Emergency Services network architectures predicts that some network interconnections will continue to rely on the existence of a legacy selective routing function (TN-based routing) for some time. The RFAI architecture was developed to meet the needs of interconnection to functional entities that provide legacy selective routing while they are still needed in the network.

This document defines an ATIS Standard for an emergency *Request For Assistance Interface (RFAI)*. This interface is a SIP-based interface between an IP Selective Routing (IPSR) Function, which is part of the ES-NGN functionality, and a Request For Assistance SIP User Agent (RFAUA) Function located in a Public Safety Answering Point (PSAP) or other authorized agencies as defined in the context of NG9-1-1. This document uses the term *PSAP* to mean both PSAP and other authorized agencies.

The RFAI specification supports the transition from today's legacy technology into IP-based technology which includes functionality in the ES-NGN and the PSAP CPE. The RFAI specification supports the transition to NENA's i3 stage of evolution by delivering location routing keys (e.g., Telephone Number [TN], Emergency Services Routing Key [ESRK], or Emergency Services Query Key [ESQK]) to the PSAP that allow the PSAP to query for Automatic Location Identification (ALI). The RFAI specification has been developed to support the transitional period that begins with the introduction of IP-based technology in the ES-NGN and the PSAP. The RFAI specification is fully evolvable to NENA's i3 stage of evolution architecture. This interface specification will support emergency call delivery to a PSAP and also provide bridging capability among PSAPs.

1.2 Purpose

The purpose of the RFAI specification is to define an interoperable SIP-based interface between the ATIS Emergency Services Next Generation Network (ES-NGN) and SIP User Agents in the PSAP CPE call processing equipment (typically located within a PSAP). The RFAUA Function in the PSAP contains these SIP User Agents, or the SIP proxy that serves them.

Specifically, the RFAI architecture is intended to define a new interface between the new functional network elements, IPSR and RFAUA. These new functional elements serve to provide a transitional step from a legacy TDM environment to an IP environment that serves a PSAP. The transitional signaling is accomplished via the RFAI defined IPSR. In the transitional network, the IPSR takes incoming TDM signaling, does TN based routing and converts it to SIP protocol for communication to the RFAUA. The IPSR also includes the ability to accept incoming SIP signaling and to route based on TN information.

NENA has defined the primary transition path as using a Legacy Selective Router Gateway between an existing Selective Router and a PSAP upgraded with an i3 interface. ATIS ESIF envisions a different transition strategy, where the existing selective router is replaced with a new selective router with new capability (an IPSR) and the PSAP is upgraded with a different interface (RFAI) rather than the NENA defined i3 interface. Ultimately, IPSR functionality will be replaced by i3 ESRP functionality once the