



Hosted VIPER[®] Service Guide

Version 2022.01.10

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1. Introduction

This Service Guide describes the Intrado Hosted VIPER service offering (the “Service”) as provided to direct customers (the “Customer”). The Service provides a Next Generation 9-1-1 call handling solution as a hosted managed service. Key functionality includes:

- Intrado Hosted VIPER located in Intrado data centers connected to customer’s Next Generation 911 service provider
- Power 911® call handling application and workstations installed at each Customer PSAP
- Power Metrics application
- Specified hardware and professional services to install and maintain the Service

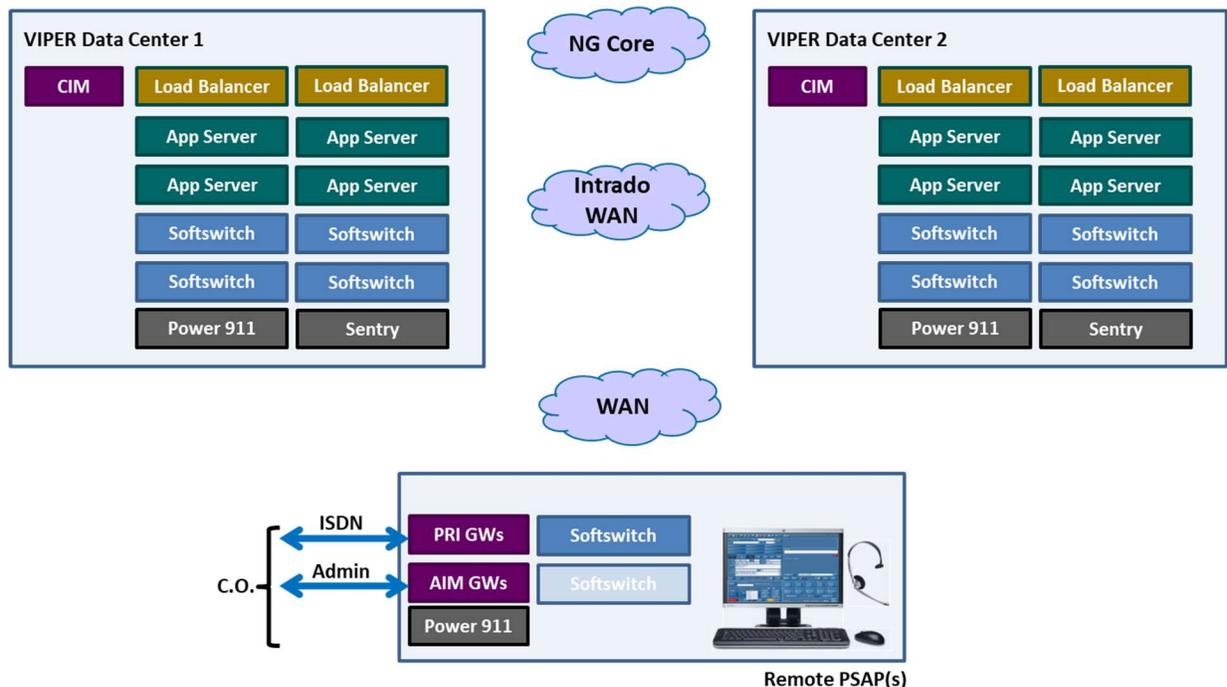


Figure 1: Hosted service deployment overview

2. Service Description

The Service delivers a hosted call handling system as a service. The call handling applications are hosted in Intrado data centers located in the United States. Emergency 9-1-1 calls are delivered by the Customer-provided Next Generation 911 (NG 911) Service Provider to the Intrado data centers where call processing and call reporting functions are provided. The currently supported NG 911 providers are Intrado A911 and AT&T.

Call handling positions are deployed to Customer PSAPs where telecommunicators can answer incoming calls and fulfill call handling functions. The Service provides telecommunicator position hardware as well as the required PSAP hardware to provide local PSAP LAN connectivity of call handling components and to interface with 3rd party CAD systems and recording systems.

2.1. Included features

The Service includes the following:

- Next Generation 9-1-1 call handling provided by Intrado's Voice over IP for Emergency Response (VIPER)
- A NENA i3 standards compliant Terminating ESRP (T-ESRP)
- Installation and configuration services
- Training services that include onsite training in a train-the-trainer model
- PSAP hardware kit including
 - routers, switches and cabling for LAN connectivity of call handling components
 - backroom hardware servers for CAD out and CDR output functions
- Remote monitoring and support services
- Remote support with four-hour on-site response time
- Total Protection Plan (TPP) which includes:
 - 24/7 Alarm Monitoring
 - 24/7 Remote Technical Support
 - Access to software updates, enhancements, and new feature releases of hosted and PSAP applications
 - Call handling platform upgrades
 - PSAP hardware repairs and updates
 - PSAP hardware Operating System (OS) updates
 - PSAP hardware antivirus and antivirus updates
 - Firmware updates for standard Intrado supplied LAN switches

2.2. PSAP to Data Center Connectivity

A network connection between the PSAP and the Intrado data centers that host the call handling software is required. This connectivity is used for both call delivery, remote monitoring and support of PSAP hardware. Intrado will provide the required bandwidth information for all sites as well as high availability network options.

Intrado will use its Managed IP service for PSAP to Data Center connectivity. Please refer to the Intrado Managed IP Service Guide for detailed information on network connection services.

3. Optional Items

The following items are not included as part of the Service but can be purchased as optional items.

3.1. Additional On-site training

The Service includes training services for administrators and end users in a train-the-trainer-model. Additional on-site training can be purchased. Optional training services may include end user or administrator training and is priced per day for a minimum of one class per day. Optional training may cover training support after train-the-trainer training is complete. Training class names include:

- Administrator Training
- End User Training

3.2. Automatic Call Distribution (ACD) functionality

The Service comes with ring group functionality.

Additional ACD functionality can be purchased which provides a highly configurable layering of options and features for call distribution within each PSAP and between PSAPs as necessary for backup scenarios. The base Service supports Ring Groups, where calls are sent to all available call handling positions.

Additional ACD algorithms are available on an optional basis. The optional ACD algorithms are:

- Longest Idle: Presents next call to the agent least recently called by this queue
- Fewest Calls: Presents next call to the agent with fewest completed calls from this queue
- Round Robin: Calls presented to all agents in sequence

The optional ACD functionality provides multiple features:

- ACD Queue: Allows lines and trunks to be assigned to specific queues. Each agent can be a member of one or more ACD queues. An agent will receive a call from a queue when they are logged on and ready.
- Agent Priority: Allows a priority to be assigned to each agent in a queue.
- Line Priority: Allows priorities to be assigned to each line in a queue.
- Queue Recorded Announcement: A PSAP-recorded announcement can be played at intervals to callers waiting in a queue.
- Queue Wrap-up time: Allows a time interval to be configured to allow agents to complete tasks from a previous 9-1-1 call before a new call is presented.
- Public Park: Allows an agent to place a call in a 'on hold' state to take other calls in a queue and then return later to the parked call. Other agents can also retrieve the parked call.
- Forced Connect: This feature can be enabled or disabled. When enabled, agents that are logged on and ready to accept calls are automatically connected to ACD calls and hear a zip tone as notification that they have been connected to a new call .

3.3. Administrator workstations

The Service does not include any administrator workstations. Desktop or laptop configurations can be purchased from Intrado to fulfill this purpose.

3.4. Optional TXT29-1-1® Service

Text-to-9-1-1 service supports the reception of emergency incidents via text (SMS) messages. This service is available for separate purchase.

3.5. Optional PowerOps®

PowerOps provides near-real time agent, ring group (agent-based) and ACD queue status as well as summary status of all queue and ring group information for all 9-1-1 calls in process by the Customer PSAP.

Customer PSAPs that desire ACD functionality should consider PowerOps for its ability to provide a centralized view of ACD queues.

3.6. Spatial Command and Control

Spatial Command and Control (SCC) is a geo-enabled empowerment application that provides display services for E911, NG911, and CAD systems. It provides the capability to view the realtime locations of received calls, reported incidents, and ever-moving units on the map. Through the SCC display, you can understand the location of a received call and its surroundings for a better response.

3.7. Advanced Replacement

For repairs, Customers have the option of joining Intrado's Advanced Replacement Program for a nominal fee in order to benefit from an expedited turnaround time. When Customers subscribe to this program, Intrado will ship a replacement unit ahead of receiving the returned defective goods.

4. Service Details

4.1. Power 911 call handling application and workstation

The Service provides Power 911 call handling functionality on the Intrado A9C hardware that provides agents with on-screen call control of emergency and administrative calls.

4.1.1. User Features

The Service includes the capability of handling legacy location information as well as next generation NENA compliant i3 emergency calls. The following location functionality is available:

- Legacy environments:
 - Receive a voice emergency call via RFAI (SIP)
 - Receive a voice emergency call via CAMA
 - Query an ALI Database for location
 - Ability to exchange pseudo ANI with the wireless call-back number
- i3 Delivery Environment
 - Receive a voice emergency call with SIP/PIDF-LO
 - Query the ECRF for emergency responder information using the LoST protocol
 - Query a LIS to obtain updated caller location information during a call using the HELD protocol
 - Receive/display text emergency call information with PIDF-LO (requires optional feature)
 - Query and display enhanced data information on the PSAP workstation

Power 911 supports a highly configurable location display and rebids. In addition to location features, the Service also includes the following user features:

- Computer Telephony Module:
 - On-screen telephony with the Power 911 application as the call taker's phone device
 - Call control operations are performed using the mouse and keyboard
 - Visual feedback is provided in the Power 911 graphical user interface
 - Integrated TTY via Baudot with pre-programmable messages
 - Configurable greeting announcements that are played when an agent answers a call
- An Integrated short-term Call Check Recorder:
 - Allows calls to be recorded automatically or on-demand
 - Agents can play back recently completed calls within a configurable time period.
- Contact Module:
 - Integrated phonebook and contact list
 - Searchable agency list to manage and contact thousands of agencies
 - Context-based speed dialing for transfers between positions or agencies
 - Configurable agent read/write access rights
- Message Board Module:
 - An integrated inter-workstation text-based messaging capability
 - Enables instant text messaging between all signed on Power 911 users in a PSAP
- Lists Module:
 - Provides multiple call lists and queries
 - Includes active and abandoned calls, instant call queries and historical calls

- Utilities
 - Profiles can be configured by workstation, agent, or role (e.g. call taker or dispatcher)
 - Profiles control features and content for each PSAP
 - Configurable toolbar provides on-click access to certain functions
 - Configurable button legends to identify a button operation in a more familiar way
 - Configurable screen layouts
 - Selection of GUI color themes
- Multi-lingual support
 - Language selection via drop down menu functions for the GUI text
 - Support for English, Spanish and French locales
 - Implemented during initial deployment by an Intrado technician

4.1.2. Power 911 Software and Supplemental Equipment

Power 911 allows profiles to be configured by workstation, agent, or role (e.g. call taker or dispatcher) to control features and content. Requested changes will be accomplished by an Intrado technician.

Intrado will provide the following software and equipment at each PSAP for each Power 911 A9C position, including the following:

- Intrado will provide, install and maintain Power 911 A9C positions complete with keyboard, mouse, and speakers for each 9-1-1 call-taker position.
- An LCD standard monitor per position-brands as determined by Intrado.
 - A second LCD monitor is provided with the optional SCC software
 - Additional monitors, per application, will be supported at Customer request.
 - Touch screen monitors are supported at Customer request.
- A Handset
 - The PSAP may elect to provide headsets for selected positions. Any headset used on the system must be approved by Intrado for compatibility. A current list of approved headsets is available on request. An updated list should be consulted at time of purchase
 - Each Power 911 A9C position will be adjusted to the electrical characteristics of a given handset or headset model. As such, in PSAPs where multiple models are used, the PSAP will be responsible for ensuring the handset or headsets are only used at the positions specifically adjusted for those models.

4.2. Power Metrics

Power Metrics reporting provides emergency response center managers and system administrators with information on the volume of calls, performance of agents, and PSAP statistics. The Intrado Power Metrics solution is a browser-based application that uses information from completed call data records to generate a wide range of statistical reports.

Features include:

- Generating reports that can be used to evaluate the overall performance of a PSAP or the performance of individual call-takers.
- Retrieving critical information such as the time a call was received, how long it took for a call to be answered, and the agencies to which a call was transferred.
- Performing detailed query calls and incident-related activities of one or more PSAPs.
- Generating reports in PDF, HTML, and/or XML formats, with optional customizable titles, which can then be saved, viewed on screen (via included PDF reader or browser client as appropriate), and/or printed.

Through the Power Metrics browser-based tool, Customers can access metrics reports on its PSAP activity on a per-PSAP basis as well as aggregated PSAP reports. Intrado will store MIS data according to the following schedule:

- Pre-production testing, CDR data will be stored for a minimum of 60 days.
- Post-production turn-up, CDR data will be stored for three years.

Power Metrics currently includes the following reports:

- Call Details Report, Call Summary Reports (various)
- Call Volume by ACD, by Ring Group, by Range of Answer Time, by Hour
- Top Busiest Hour
- Call Type Volume by Line, by Line Group, by Trunk, by Trunk Group
- Call Volume (%) by Period-by Hour, by Month, by Time Range
- Class of Service. Average Call duration
- Long Distance Call Summary, Circuit Utilization
- Top 50 ANI Summary, ALI RTX Statistics per Call Taker
- Call Routing Statistic per Period
- Call Statistics by Call Taker, by Call Taker Group, by Day of the Week, by ESN, by Week
- Call Time Statistics per Call Taker
- Total Call Statistics per Month
- Call Taker Statistics Summary/Detail
- TEXT Reports
- Configurable ad hoc reports are also supported

5. Service Ordering, Installation and Configuration

5.1. Ordering

As part of the pre-sales process, Intrado will work with Customer to determine the call workflow and system requirements. Intrado will then engineer a solution to service those requirements.

Intrado and Customer will mutually agree upon the facilities where the remote PSAP equipment will be located. These activities will determine the quantity and location of PSAP equipment required as well as the configuration parameters of the Service. Once these activities are complete, Intrado will provide a Service Order to capture the scope of the services to be rendered, the location of the PSAPs as well as pricing information, terms and conditions.

5.2. Project survey

Intrado will conduct a project survey at each PSAP. During the project visit, the on-site technician will assess the PSAP compliance with the Service facility requirements and will consult with Customer on alternatives and any necessary site changes. Following the project survey, Intrado will provide Customer with a Site Requirements Survey Report which specifies any site remediation requirements.

5.3. Configuration

Intrado will support comprehensive system configuration in conjunction with administrator training and the use of the Intrado Call Handling Customer Configuration System (CCS).

The CCS is a process to configure new Power 911 and VIPER systems and reconfigure upgraded systems. The intended audience for the CCS process is the administrative personnel that will make decisions on system options, call flows, input data and manage configurations. CCS training is provided as part of the service. To prepare, the Customer should gather the following information and have it available for the CCS session:

- A list of all agents who will be logging into the VIPER/Power 911 system.
- A list of all agencies, organizations and/or individuals that can be programmed into Power 911 for outgoing calls and/or transfers.

The CCS process is comprised of three sessions, with each session from 4 to 8 hours or more depending on the site's size and complexity. The sessions are:

- **Business Practices and Call Flow Analysis**
This is a review of current and future operations, equipment purchased, trunk lines, integrations, and options in VIPER and Power 911. Decisions will be made on specific configuration options of the system. Administrative, Supervisor, and technical personnel should be in attendance.
- **Automatic Call Distribution (ACD) (if purchased)**
This is a review of the VIPER ACD system and its available options for the call flows that will be managed by ACD. A determination of specific trunk lines managed by ACD and which ones are not managed by ACD will be documented. A white board is highly desirable to map out the ACD queues and options. Administrative and Supervisors should be in attendance.
- **Power 911 Administrator training**
Power 911 administrator training is conducted in this session to teach the customer how to enter TTY messages, Agents, and how to build the Agency contact list. A virtual machine with Power 911 software is utilized to build the configuration and view the functionality of the new system. West's trainer will use the detailed information gathered from the previous sessions to determine how various Power 911 options fit into the communications center's operational needs and provide the functionality desired within the available options.

5.4. PSAP Installation

As part of Service, Intrado provides, installs, configures, monitors and maintains all Intrado components. Intrado will work with Customer to determine and implement VIPER, Power Metrics and Power 911 configurations. Intrado retains ownership and maintenance responsibility for the VIPER and Power 911 servers and workstations as well as any networking equipment provided by Intrado while the Service is in effect.

Intrado is responsible for installation of the Service. Installation includes project management, configuration and testing of the Service. Intrado will provide a Program Manager who will act as the single point of contact for the Service planning and deployment phases.

The Service includes installation of A9C workstations at each PSAP with Power 911. All Power 911 workstations and associated equipment will be located on the call taking floor in each Customer facility and not in the equipment room.

Intrado will provide, install and maintain new LAN connectivity within each PSAP for interconnectivity between the Power 911 workstations for delivery of the Service. Interconnectivity between the Intrado-provided LAN and Customer's existing LAN and/or the public internet is not generally supported and requires additional design approval.

Intrado will provide and install all cabling to interconnect between the Power 911 workstation and equipment room components.

Intrado will engineer the Service to interconnect with auxiliary equipment, such as CAD and CDR ports. The CAD and CDR serial ports will typically be located on a Intrado provided workstation to be located at the PSAP, typically in the backroom. The CAD interface is the industry standard RS232C serial interface specification and follows NENA Standard NENA 04-001 section 3.4.

When installation of third-party vendor systems requires coordination with Intrado technicians, Intrado will make all reasonable efforts to work with Customer to schedule a mutually agreeable time to complete the work. Intrado will not provide, install, maintain or support cabling to connect any components provided by third party vendors.

Interfaces may include:

- The CAD and CDR serial ports will be located on an Intrado provided workstation to be located at the PSAP, typically in the backroom.
- Standard headset sharing analog interface at each workstation
- Standard analog recording interface at each workstation

5.5. Service Training

Intrado will provide onsite training for PSAP call takers and administrators.

5.5.1. PSAP Call Takers

Intrado will provide train-the-trainer training for each PSAP as follows:

- One training session for up to eight End-User Power 911 call takers/ dispatchers with a maximum of two people per workstation.
- This training is expected to last for two full days (six training hours per day).

5.5.2. PSAP Administrators

Intrado will provide one training session per PSAP for PSAP administrators. This training is expected to last for two full days (six training hours per day). Customer may determine the number and type of employees attending the Intrado training. One additional day of Administrator training is provided to support the cutover. In addition to the Service training topics, this training will focus on Power 911.

A webinar is also provided shortly after cutover to cover the reporting functions of Power Metrics.

5.6. Acceptance

Intrado will work Customer to mutually agree on a Testing and Production Migration Plan for testing and deployment. Testing and the production migration for each PSAP will be implemented according to the detailed project plan.

Customer will provide Intrado with written notice of Acceptance of the Service upon the successful delivery for ten consecutive days of live Service to the PSAPs without a Severity 1 or 2 issue, beginning as of the date of the production turn-up. During the ten-day period, Customer will provide Intrado with written notice of any defects. Intrado will provide Customer with a plan to address such defects and will provide a written notice when such defects have been addressed. If Customer does not provide Intrado with a written notice of defects by the end of the ten-day period, Service will be deemed accepted.

6. Service Monitoring and Support

Intrado will provide monitoring for the Service, including network elements, backroom equipment and workstations.

Intrado will provide remote technical support (Help Desk) from the Intrado centralized support center for the Service. Help desk support is available 24/7 through both a toll-free hotline and a secure Internet portal. All service inquiries are tracked by a CRM trouble ticket system.

Intrado will perform maintenance for the Service and provide on-site support services as required by Intrado certified technicians in troubleshooting and restoration of Service at Customer's location.

6.1. Severity Levels

Intrado will address all service issues, whether identified by Intrado or by Customer, according to the Intrado-confirmed Severity Level. Severity Levels determine the appropriate contact procedure and the actions that will be taken by Intrado for initial notification time, status update time, and incident management.

Following are service disruption definitions and procedures for each Severity Level and the response time goals for each Severity Level:

- **Level 1** Product Failure or Loss of Service
Severity Level 1 problems involve a failure and a major loss of functionality that renders the entire Service inoperable.

Resolution Procedure: Intrado will provide Customer with a program code correction, program code patch, or a procedure to bypass or work around the defect to continue operations. If a bypass procedure is used, Intrado will continue defect resolution activity, on a high severity basis, until a program correction code or patch is provided to the Customer.
- **Level 2** One- Severely Impaired functionality
Severity Level 2 problems involve the failure or loss of functionality of non- critical functional components or features, while the Service itself remains operable. Severity Level 2 involves a major impact such as a loss of 50% of call taking capacity or a loss of all of dispatch or the loss of a major functionality (e.g. no delivery of either ANI or ALI).

Resolution Procedure: Intrado will provide the Customer a program code correction, program code patch, or a procedure to bypass or work around the issue to continue operations. If a bypass procedure is used, Intrado will continue problem or defect resolution activity, on a high severity basis, until a program correction code or patch is provided to the Customer.
- **Level 3** Non-critical System Failure
This class of problem requires action from the Intrado call center within a short time. Severity Level 3 problems may cause performance degradation or system components to malfunction. Severity Level 3 may involve one position non-functioning.

Resolution Procedure: Intrado will provide the Customer with a program code correction in a maintenance release
- **Level 4** Minor
This class of problem is non-Service affecting and includes problems such as incorrect operation of a minor functionality or component that is infrequently used, and problems that have feasible work-around available (e.g. incorrect operation of a functionality of 911 without loss of all of dispatch).

Core functionality is not affected.

Resolution Procedure: Code correction may be provided in a future maintenance release or a commercially reasonable effort to provide a work around solution.

6.2. Onsite Response Time Goals

The on-site response time goals are stated in the chart below. On-site response times will apply if Intrado determines it is necessary to go on-site to repair a problem with the Service.

Severity Level	On-Site Response Time Goal
1	4 hours
2	4 hours
3	24 hours
4	Next business day

Problems which are not resolved within predefined time limits are automatically escalated to management within Sales, Product Management and Engineering for action.

6.3. Defective Equipment

Excluding external causes such as accident, abuse, misuse or problems with electrical power, Intrado will cover the replacement and shipping charges to replace the defective equipment.

6.4. Software System Upgrades

Intrado will complete and install regularly scheduled software release upgrades for the Service. Intrado provides ongoing maintenance release upgrades at no additional charge; where new features are requested by Customer additional charges may apply.

7. Customer Responsibilities

Customer will designate a project manager as the single point-of-contact for all planning and deployment phase activities for the Service.

7.1. PSAP position environment

Customer will provide the following space for each Power 911 workstation:

- For the A9C, the appliance dimensions are 37.7 cm (Height) x 82.0 cm (Width) x 102.5 cm (Depth) (2U metal enclosure).
- 18" x 10" x 21" on the desktop for each monitor.

Customer will provide furniture, power, ground, and environmental controls for the A9C to be installed at each Customer facility as follows:

- HVAC-Each Call taker and Supervisor A9C position with two 21" Monitors will dissipate a maximum of 1950 BTUs per/hour.
- A minimum of two 15-ampere circuits to provide diverse power for the A9C call taking positions.
 - Each circuit must be wired to an individual 15-ampere circuit breaker.
 - Each circuit must provide two fourplex outlets with individual hot, neutral and ground wires.
 - One 15-ampere circuit can support up to three Power 911 workstations.
 - Workstations should be distributed evenly across the circuits.
 - Each workstation should be protected with a 650VA UPS or equivalent.
 - An Intrado provided UPS can be purchased as an additional option.
- Additional circuits may be required for other non-emergency equipment.
- Each position should be prepared with 2 (4 x 120 VAC) outlets as follow:
 - One power receptacle per monitor (two with SCC, one otherwise).
 - Two power connectors for the A9C (NEMA 5 15P).
 - One power receptacle for speakers (for Power 911 ringing).

7.2. PSAP backroom environment

Customer will provide rack space, power, ground, and environmental controls for the backroom servers and switches to be installed at each Customer facility. Intrado will provide specific space requirements for each PSAP as part of the site survey process. General requirements are provided below as guidance and will be refined during the site survey process.

- 24"x 87" of floor space for a Intrado provided cabinet measuring 24"x 39"
- Floor space within 20 feet of the main telecommunications demarcation point
- 24" of space in front and behind the rack
- 36" between the end of the racks and the wall
- The floor must be capable of supporting 104 pounds per square foot
- Dry, clean, and well ventilated
- Well lit, easily accessible and free from excess vibrations
- The equipment rack should be in an area that does not receive consistent building traffic
- Two dedicated 110volt /20 AMP power feeds are required with A & B feed (separate power source) with receptacle for plug type NEMA L5 20P twist lock
- Any metallic component that is part of the PSAP infrastructure (such as equipment, racks, ladder racks, enclosures, cable trays, etc.) must be bonded to the grounding system
- Cooling for maximum heat output under full load is 4,000 BTU/hour
- Data Center HVAC systems must maintain a constant dry bulb temperature between 68 and 77 degrees Fahrenheit and relative humidity between 40% and 55%
- Surge/Lightning Protection

Customer will provide at minimum a 1000VA Uninterruptible Power Supply (“UPS”) equipment for networking and server equipment at each PSAP.

7.3. PSAP site access

During the installation of the Intrado-provided PSAP equipment, Customer will make all reasonable effort to have onsite during the installation an authorized third-party vendor technician whose equipment will interconnect with the Intrado equipment.

If Customer requires connectivity to administrative lines via a third-party PBX or SIP-trunk, Customer will ensure that a technician is available to work with Intrado to allow third party equipment and services to interface with the Intrado-provided equipment.

For ongoing support and maintenance, the Customer will make all reasonable effort to provide:

- Security access to each of Customer facility for Intrado personnel or authorized agents
- Ability to freely access all appropriate areas within each Customer facility
- Parking and building access to move tools and equipment in and out of the facilities
- Secured storage for Intrado supplied equipment shipped to the Customer facility in preparation for installation
- Trash and/or recycling removal as needed, including disposal of system packing materials.
- Safe, locked, and limited access to equipment room, including adequate security to prevent theft of computer equipment, tools, test sets, and employees' personal effects
- Working space, access to computers and other technology, telecommunications equipment, and any other services and materials that may be reasonably necessary for Intrado performance of Services.
- 24 x 7 access for problem isolation

Customer will be responsible for working with Customer's CAD vendor to implement any programming changes required in the CAD system.

7.4. Network and ESInet connectivity

Network connectivity between the Intrado data centers and the PSAP location(s) is required. Redundant links are recommended to ensure higher system availability. Intrado's Managed IP services will be used to provide this connectivity

It is the responsibility of the Customer to notify their NG911 Service Provider of the location of their Call Handling service. Intrado will coordinate with the Customer's NG 911 Service provider to accept ESInet connectivity to the Intrado data centers. There may be fees charged by the NG911 service provider to hand-off calls to Intrado's call handling service in Intrado's data centers. Please contact your NG 911 Service Provider Account Executive for more information on these types of charges.

7.5. PSAP Configuration

In line with the CCS process described in section 5.3, the PSAP will:

- Prepare for their CCS training by compiling a list of:
 - All agents who will be logging into the VIPER/Power 911 system.
 - All agencies, organizations and/or individuals that can be programmed into Power 911 for outgoing calls and/or transfers.
- Schedule the appropriate personnel to attend the CCS who can participate in configuration discussions including such topics as:
 - Call flow requirements
 - ALI and NRF response formats
 - Operational requirements as they will relate to VIPER/Power 911 functionality
 - Screen layout and other user interface options

7.6. Staff Training

Customer will provide an adequate training facility and workstations/ computers for number of attendees.

For optional onsite training sessions, Customer will provide facilities for each training session. On-site training will be scheduled after the Power 911 equipment has been installed and configured at the designated training location.

Customer will be responsible for identifying the training attendees and ensuring they attend the Intrado-provided training. Customer will provide Intrado with a complete list of attendees for each Intrado training session and their positions a minimum of five business days prior to the start date for each training session.

Each PSAP will be responsible for training additional personnel within their organizations, as necessary, unless Optional Training services are ordered by Customer from Intrado.

7.7. Monitoring and support

Customer will provide access to a local email server to deliver monitoring alarms via SMTP.

For On-Site Support services, Customer will:

- Brief on-site Intrado technician on issue(s) and actions taken.
- Allow Intrado both on-site and remote access to the Intrado equipment. Remote access is made utilizing a secure VPN to each site.
- Validate issue resolution prior to close of the case.
- Cooperate with Intrado and perform all acts that are reasonable or necessary to enable Intrado to provide the On-Site Support services. These include maintaining a suitable environment (heat, light, and power) and providing the technician with full, free, and safe access to the Intrado equipment. All sites must be accessible by standard service vehicles.

8. Responsibility Matrix

The following matrix outlines the typical responsibilities of each party for the implementation and ongoing provision of the Service. Where both parties have been listed, additional detail on the responsibilities of each party is included in the sections below. Failure of a party to satisfactorily complete a required task could materially impair Intrado ability to provide the Service.

Task	Responsibility
Pre-Sales	
Service Order	Intrado
Project Implementation	
Project Management	Intrado
Project Plan for Service	Intrado
Service System Architecture	Intrado
Service Network Architecture	Intrado
Customer Facilities	Customer
Customer Facility Site Preparation (floor space, power, etc.)	Customer
Customer Facility Project Survey for Intrado-provided PSAP-based Equipment	Intrado
Project Survey Analysis and Report	Intrado
Site Readiness as addressed in Project Survey Analysis and Report	Customer
PSAP Data Collection, Configurations/Lists-Star Codes, Transfer, Contact List, GIS Data etc.	Intrado/Customer
Notify the NG911 Service Provider of the location of the Call Handling service	Customer
Intrado-provided PSAP Equipment-Provide, Stage, Install at Customer Facility	Intrado
Develop Migration plan and execute Migration Testing	Intrado/Customer
Service Training	Intrado/Customer
Production Turn-up	Intrado/Customer
Production End to End Testing	Intrado/Customer
Ongoing Responsibilities	
System Monitoring	Intrado
System Maintenance	Intrado
System Upgrades	Intrado
Log storage and backups	Intrado
Problem Reporting	Intrado/Customer
Problem Triage and Resolution	Intrado/Customer

Appendix A-Definition of Terms

Term	Definition
A9C	Intrado's purpose-built call handling workstation appliance
ACD	Automatic Call Distribution
ALI	Automatic Location Identification
ANI	Automatic Number Identification
CCS	Customer Configuration System
CPE	Call Handling/Customer Premise Equipment
CRM	Customer Relationship Management
Customer	PSAP or Public Safety Agency that purchases the Services
End-User	PSAP caller taker/dispatcher or credential user of services
ESN	Emergency Service Number
Firewall	Device used to filter packets and sessions between different networks. Most firewalls are zone-based, and map interfaces to either "trust" or "untrust" zones for the purpose of defining policy
GUI	Graphical User Interface
i3	NENA standard for NG911 services
IP	Internet Protocol
HCO	Hearing Carry Over
HTML	Hypertext Markup Language
HVAC	Heating Ventilation and Air Conditioning
LAN	Local Area Network
LCD	Liquid Crystal Display
NEMA	National Electrical Manufacturers Association
NENA	National Emergency Number Association
NG9-1-1	Next Generation 9-1-1. NENA i3 standards for IP based 9-1-1 services
NOC	Network Operations Center
NRF	No Record Found
pANI	Pseudo-Automatic Number Identification
PDF	Portable Document Format
PSAP	Public Safety Answering Point

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Term	Definition
QoS	Quality of Service
Reseller	Intrado third party reseller selling Intrado Service to Customers
RTX	Retransmit
SPOC	Single Point of Contact
T-ESRP	Terminating Emergency Service Routing Proxy. NENA i3 term describing the termination point to a NG911 PSAP
TSP	Telephony Service Provider
TTY	TeleTypewriter-text telephone device or a telecommunications device for the deaf
VCO	Voice Carry Over
VIPER	Voice Over IP Emergency Response
WAN	Wide Area Network
XML	eXtensible Markup Language