Location Data Management for MLTS Operators (PS/ALI)-Direct File Exchange Service Guide

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Contents

1. Introduction

This service guide describes Intrado's Location Data Management Service for MLTS Operators, a.k.a. PS/ALI Service (the "Service").

2. Service Overview

The Service provides hosted database systems and associated services to help Customer manage its customer subscriber records ("TN Records") including station level location information within the Intrado database management system for provisioning into 9-1-1 ALI databases. The Service is designed for entities such as office buildings, apartment buildings, colleges/universities, local school districts and hospitals that use a Multi Line Telephone System ("MLTS") and who want to provide location information for each of the station level TNs to agencies responding to an emergency.

2.1. Optional Services

At Customer's request, Intrado will provide the following optional services for an additional fee.

To request optional services, Customer will provide Intrado with a signed service request form indicating the additional services requested. Charges for agreed upon optional services will be included on the next Customer invoice.

2.1.1. Additional PS/ALI Accounts

Customer may request Intrado to implement additional PS/ALI accounts which are managed separately from other Customer accounts. If Customer has more than one PS/ALI account, TN record counts for all accounts will be added together for invoicing to the Customer.

2.1.2. Replacement Token, or Token Transfer

Intrado will, provide a replacement authentication tokens for existing user accounts, or transfer an authentication token to another user.

2.1.3. Additional Extracts

Customer may request a full TN extract in any standardized format.

3. Customer Responsibilities

3.1. Letter of Authorization

Prior to Service implementation, Customer will sign a letter of authorization ("LOA") designating Intrado as its limited agent to work directly with telephone service providers ("TSPs") on Customer's behalf to take any actions reasonably required to provide the Service.

3.2. Service Requirements

Customer is responsible for providing station level ANI delivery from the MLTS system along with each 9-1-1 call in accordance with the requirements of the telephone company providing local service to the Selective Router and in accordance with local 9-1-1 requirements.

Customer is responsible for working with their TSP to ensure that the address locations on all TN records provisioned under the Service are within the native serving area ("Rate Center") for the ANI. The Service outlined in this Service Guide does not support non-native TNs for 9-1-1 services.

Customer must obtain their own unique NENA Company ID. In some cases, Intrado may assign a Pseudo NENA Company ID for Customer's PS/ALI records if requested by the Customer's 9-1-1 ALI Database Provider's. Customer is responsible for any costs associated with obtaining their own NENA Company ID.

Customer will ensure their users who are submitting SOI files over either sFTP or HTTP are using a supported browser version.

3.3. Customer Profile Form

Customer will provide Intrado with a Customer Profile Form to include:

- Customer's single point of contact for all operational issues. The operational contact identified by Customer will serve as the primary contact for both the implementation phase and as an ongoing contact for daily operations.
- TN ranges to be managed by Customer
- ALI Database Host for all TN ranges listed
- NENA ID to be assigned to each TN range listed

3.4. SOI File Submission

Customer is responsible for establishing a method of submitting SOI files in the NENA 2.1 format via either sFTP or HTTP and providing Intrado with associated Public Key information to complete the connectivity between Customer and Intrado. Customer is responsible for any costs associated with obtaining software needed to submit SOI files to Intrado.

Intrado cannot support SCP Protocol.

4. Intrado Responsibilities

4.1. Production Turn-Up

Intrado will provide Customer with detailed instructions and forms needed to begin the user implementation process.

The production turn-up timeline is approximately 45 days once all of the following has been received and confirmed by Intrado as complete:

- Customer Profile Form
- User set-up form (s)
- Public Key for sFTP Users

4.2. Training

Intrado will offer Customer a one-hour training session via phone.

4.3. SOI File Processing

Intrado will work with Customer to determine the most appropriate method of SOI File Submission. Upon determination of SOI File Submission Method, Intrado will configure one Connect:Enterprise mailbox for Customer.

Intrado will provide Customer with Data Exchange Guidelines, which detail file specifications, data exchange requirements, file naming conventions, SOI processes and return files.

If HTTP is the method chosen for SOI File Submission, Intrado will provide Customer with one token for authentication during the login process.

SOI File Submission will allow Customer to manage its TN records. Customer may insert, change or delete TN records containing a TN, customer name, and associated address information for provisioning into 9-1-1 ALI databases.

4.4. Error Correction and Notifications

In the event that Customer submits an address change which fails 9-1-1 address validations, Intrado will work with Customer or the appropriate 9-1-1 jurisdiction to help resolve the error. All other error types detected by either Intrado's 9-1-1 database systems or by the 9-1-1 ALI database provider's systems, will be returned to Customer for correction. Error records will be returned to Customer "as-is".

Intrado will provide notification to Customer if a 9-1-1 jurisdiction changes a 9-1-1 address record that results in change to the address on Customer's TN record.

4.5. Full Data Extracts

If requested, Intrado will offer each Customer one full data extract in a standardized format per calendar year. Additional data extracts are available for an additional fee.

4.6. Service Changes

Intrado will support the following Service changes where possible.

4.6.1.   TN Range Changes

Customer may request additional TN ranges be added or removed from Customer's account profile by providing an updated Customer Profile Form. Customer is responsible for provisioning records for additional TN ranges via SOI File Submission.

4.6.2.   TSP Change

Customer may change TSP at any time. Customer must provide written notification to Intrado 60 Business Days prior to the TSP change. Intrado's Service may be de-implemented for the corresponding records based upon the TSP and 9-1-1 ALI Database Provider requirements and rules (Section 6 below). For this case, the contract terms will still apply. New LOA may be required pursuant to any such change.

4.6.3.   9-1-1 ALI Database Provider Change

In the event that the 9-1-1 ALI Database Provider changes in the region where Customer's data is located, Intrado will work with the new ALI Database Provider to migrate Customer's TN records. Intrado's Service may be de-implemented for the corresponding records based upon the 9-1-1 ALI Database Provider requirements and rules (Section 6 below). For this case, Intrado will de-implement the Service with no penalties.

5. Maintenance and Support

5.1. Customer Support

Following implementation, Customer may contact the Intrado PS/ALI team for operational support questions. The Intrado PS/ALI team provides support services Monday through Friday during Intrado Business Hours defined as (8:00 A.M.-5:00 P.M. Mountain Time), excluding weekends and Intrado holidays.

5.2. Systems Maintenance

Intrado will provide and support hosted systems used to provide Service to Customer.

6. De-Implementation

In the event that the entire PS/ALI account is de-implemented, Intrado will:

- Restrict Customer's access to submit SOI Files
- Provide Customer with an extract of the data loaded to the PS/ALI account in an excel format on the first business day after the termination or expiration of the Agreement for Service.

Intrado

- Unlock the records in the 9-1-1 ALI Provider Database
- Delete the records from the Customer PS/ALI account
- Delete the Customer PS/ALI account

In the event that a block of TN ranges is de-implemented, for example due to a Service Change, Intrado will:

- Modify the Customer's account configuration by adjusting the authorized ranges on the account
- Request that Customer submit deletes for the records to be removed via SOI File Submission
  - If Customer cannot submit via SOI File Submission, Intrado will:
    - Unlock the records to be de-implemented in the 9-1-1 ALI Provider Database
    - Delete the records from the Customer PS/ALI account

7. 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's ability to provide the Service.

Task	Responsibility
Project Implementation	
Delivery of implementation forms and instructions to Customer	Intrado
LOA	Customer
Customer Profile Form	Customer
User Set-up form(s)	Customer
SOI File Submission	Customer
Completion of Customer Set-up	Intrado
Training session	Intrado
Ongoing Responsibilities	
Ongoing systems maintenance and support	Intrado
Error correction and follow-up	Customer/Intrado
Customer Support	Intrado

8. Glossary

These definitions are for this Service Guide only and are not necessarily the definitions used by the Federal Communication Commission ("FCC") or any other governmental, industry or private organization or entity.

9-1-1 ALI Database Provider means an agency responsible for maintaining and supporting the 9-1-1 ALI database and associated infrastructure.

Access means the ability of Customer to obtain access to the Customer's data that is resident on Intrado's database management system.

Automatic Location Identification ("ALI") means the automatic display at the PSAP of the caller's TN and the address/location of the telephone.

Automatic Number Identification ("ANI") means the TN of the telephone or other device from which an emergency call is placed.

Business Day means Monday through Friday, 8:00 A.M. to 5:00 P.M. Mountain Time excluding Intrado recognized holidays.

Customer Profile Form is the order form submitted to Intrado by Customer, which provides written requests to make updates to Service as described hereunder.

National Emergency Number Association ("NENA") means a professional association comprised of emergency number personnel, 9-1-1 equipment vendors and telephone company personnel responsible for the planning, implementing, managing and administering of emergency number systems.

Private Switch/Automatic Location Identification ("PS/ALI") means a 9-1-1 service enhancement which allows MTLS Operators to provide station level TN record information to emergency response personnel.

PSAP means a 9-1-1 public safety answering point.

Rate Center means a geographically specified area used for determining mileage and/or usage dependent rates in the Public Switched Telephone Network ("PSTN").

Service Order Interface ("SOI") means service information used to update the 9-1-1 Database.

Telephone Number ("TN") means the ten-digit TN used to deliver a call through the PSTN to a designated Subscriber.