



VIPER[®] as a Service On Premise Service Guide

Version 2023.09.21

Contents

| | | |
|------|--|-------------------------------------|
| 1. | Introduction..... | 1 |
| 2. | Service Description | 1 |
| 2.1. | Included features..... | 1 |
| 3. | Service Details | 2 |
| 3.1. | User Features..... | 2 |
| 3.2. | Power 911 Software and Supplemental Equipment | 3 |
| 4. | Optional Items | 4 |
| 4.1. | ECATS | 4 |
| 4.2. | Additional training..... | 5 |
| 4.3. | Automatic Call Distribution (ACD) functionality | 5 |
| 4.4. | Administrator workstations | 5 |
| 4.5. | Optional TXT29-1-1® Service | 5 |
| 4.6. | Optional PowerOps® | 6 |
| 4.7. | Spatial Command and Control..... | 6 |
| 5. | Service Ordering, Installation and Configuration | 7 |
| 5.1. | Ordering | 7 |
| 5.2. | Project survey..... | 7 |
| 5.3. | Configuration | 7 |
| 5.4. | PSAP Installation..... | 8 |
| 5.5. | Service Training | 9 |
| 5.6. | Acceptance..... | 9 |
| 6. | Service Monitoring and Support..... | 10 |
| 6.1. | Severity Levels | Error! Bookmark not defined. |
| 6.2. | Onsite Response Time Goals | Error! Bookmark not defined. |
| 6.3. | Defective Equipment | 10 |
| 6.4. | Software System Upgrades | 10 |
| 7. | Customer Responsibilities..... | 11 |
| 7.1. | PSAP position environment | 11 |
| 7.2. | PSAP backroom environment..... | 11 |
| 7.3. | PSAP site access..... | 12 |
| 7.4. | Network and ESInet connectivity | 12 |
| 7.5. | Public Internet Connectivity..... | 12 |
| 7.6. | PSAP Configuration | 12 |
| 7.7. | Staff Training | 13 |
| 7.8. | Monitoring and support | 13 |
| 8. | Responsibility Matrix | 14 |
| | Appendix A - Definition of Terms | 15 |

1. Introduction

This service guide describes the Intrado VIPER as a Service (VaaS) service offering (the “Service”) as provided to customers (the “Customer”) in an on-premise configuration (i.e., at Customer’s PSAP facility or a Customer-managed datacenter). The Service provides a Next Generation 9-1-1 call handling solution as a managed service. Key service functionality provided includes:

- Intrado Voice over IP for Emergency Response (VIPER) located in customer’s premise connected to customer’s Next Generation 911 service provider.
- Power 911® call handling application and workstations installed at each Customer PSAP.
- Specified hardware and professional services to install and maintain the Service.

2. Service Description

The Service delivers an on-premise call handling system as a service. Emergency 9-1-1 calls are delivered by the Customer-provided Next Generation 911 (NG 911) Service Provider. 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.

Intrado and Customer will mutually agree upon the facilities where equipment will be located. Intrado’s deployment architecture uses a resource-pooling methodology. Both software and infrastructure achieve a level of isolation via configuration and/or virtualization.

As part of Service, Intrado provides, installs, configures, monitors, and maintains all system components. Intrado will work with each Customer to determine and implement VIPER and Power 911 configurations.

2.1. Included Features

The Service includes the following:

- Next Generation 9-1-1 call handling provided by the Intrado VIPER solution.
- A NENA i3 standards compliant Terminating ESRP (T-ESRP).
- Installation and configuration services.
- Training services that include training in a train-the-trainer model.
- PSAP hardware kit that includes:
 - 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 Service 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.

3. Service Details

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

3.1. 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.
 - Exchange call information between PSAPs via EIDO¹.

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.

¹ Requires i3 version 3 compatible NGCS services

- 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.

3.2. 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 position, including the following:

- Intrado will provide, install, and maintain Power 911 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 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. Optional Items

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

4.1. ECATS

ECATS reporting provides emergency response center managers and system administrators with information on the volume of calls, performance of agents, and PSAP statistics. The Intrado ECATS 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 ECATS 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.

ECATS 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.

4.2. Additional training

The Service includes training services for administrators and end users in a train-the-trainer-model. Additional 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.

4.3. 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 .

4.4. Administrator workstations

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

4.5. 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 in the US market for separate purchase.

4.6. 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.

4.7. 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 real time 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.

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 Customer 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 Customer data centers and 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. Intrado'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.

5.3.1. PSAP Management Gateway, Profile

Customer will not have access to the PSAP Management Gateway provided with the Service. For each PSAP, the Power 911 configuration will be set up as a "square" system, meaning that all positions will be presented with the same profile, including screen layout, agency access, transfer profiles, etc. Intrado will be responsible for configuration changes for Customer once deployed.

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 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 call handling 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.

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 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.

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 support services as required by Intrado certified technicians in troubleshooting and restoration of Service at Customer's location.

As part of the Service, Customer will receive Total Protection Services, as described in more detail in Intrado's Maintenance and Support Service Guide located at <https://www.intrado.com/legal-privacy/terms-conditions/call-handling>. These include:

- 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.

6.1. 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.

6.2. 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:

- Appliance dimensions are 3"/7.7 cm (Height) x 8"/20 cm (Width) x 10"/25 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 equipment to be installed at each Customer facility as follows:

- HVAC-Each Call taker and Supervisor 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 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 computer gear (A9C or Desktop) (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 and at Customer's data center(s). 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.
- 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. Customer site access

During the installation of the Intrado-provided 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 to Customer’s selected Next Generation Core Services provider to the VIPER server locations is required and is the responsibility of Customer. Redundant links are recommended to ensure higher system availability.

It is the responsibility of the Customer to notify their NG911 Service Provider of the location of Customer’s Call Handling service. Intrado will coordinate with the Customer’s NG 911 Service provider to accept the ESInet connectivity and configure the VIPER servers.

7.5. Public Internet Connectivity

PSAP provided public internet connectivity is required and is the responsibility of Customer. This connectivity from the call handling positions and PSAP call handling equipment to the public internet is needed for remote monitoring and configuration functions.

7.6. PSAP Configuration

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

- Prepare for 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.

7.7. Staff Training

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

For optional training sessions, Customer will provide facilities for each training session. 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.

7.8. 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 |

| Term | Definition |
|----------|--|
| PSAP | Public Safety Answering Point |
| 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 |