Emergency Data Broker - Alarm Service Guide

Version 2024.03.28

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1. Introduction

This Service Guide describes Intrado's Emergency Data Broker services for alarms (the "Service") and sets forth the responsibilities of Intrado and an alarm company ("Customer").

2. Service Description

The Service enables Customer to send text based requests-for-assistance (RFA) for alarm events to the PSAP. The receiving PSAP must be TXT29-1-1 enabled and opted-in to receive alarm events. If the receiving PSAP is not TXT29-1-1 enabled or has not opted-in to receive alarm events, the Customer will contact the PSAP via its non-emergency line.

The Customer will be able to send alarm information to a PSAP in a mutually agreed upon text format which will include data elements such as resident name, address, X/Y coordinates of the alarm, type of alarm, and a link that can be passed to public safety to support access to supplemental data not included within the RFA. Intrado has worked with PSAPs to create a basic layout that provides the basic fields in a standardized format. Customization outside the basic layout is possible for additional fields.

The Service will send valid request-for-assistance information to the PSAP as a standard TXT29-1-1 RFA using the Customer provided X/Y location. Alarm RFAs sent without a valid X/Y coordinate will be rejected.

Once the PSAP has received and answered the TXT29-1-1 RFA from the Customer, the PSAP and Customer will be able to have a two-way text chat dialogue regarding the event until the session is closed by the PSAP.

2.1. Service Details - Alarm Non-Voice Event

a. Alarm event is originated and is received by Customer's call center.
b. Customer meets local jurisdictional requirements for verification. Customer must include some degree of user or human validation prior to initiating RFA.
c. Customer will generate alarm incident in agreed upon text format and send to the Service.
d. Based on Customer X/Y provided, the Service will determine if the PSAP is text-enabled and opted-in to receive alarm messages. If yes, the alarm RFA will be routed to the PSAP as a standard TXT29-1-1 RFA.
e. If a PSAP is either not opted-in for alarm RFAs, or the Service is unavailable, the Service will deliver a bounce back message to the Customer that the message was not successfully delivered.
f. If a PSAP does not answer the TXT29-1-1 within a defined timeframe a bounce back message will be sent to the Customer informing that the message was not successfully delivered.

Customer must provide at least the following minimum data components with each alarm RFA:

- Event location (x/y always, and z (vertical) axis when available);
- Call back number for the RFA initiator; and
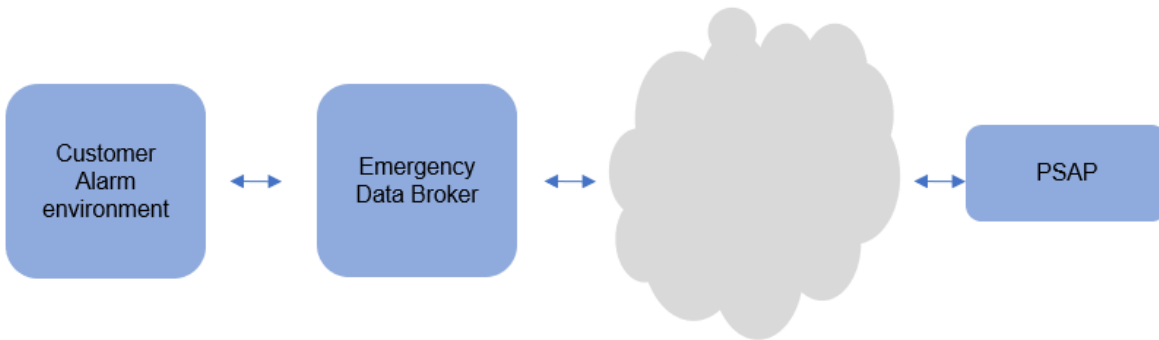- A simple description of the emergency event.

Figure 1: Emergency Data Broker Services Data Flow

3. Responsibilities

3.1. Connectivity

Connectivity between the Customer and Intrado will be the responsibility of the Customer. Customer is responsible for determining the appropriate capacity and bandwidth requirements to support Services defined in Section 2 above. Customer is responsible for all connectivity costs, monitoring, and maintenance of the connectivity up to the point of Intrado demarcation.

Customer will be responsible for updating its API integration to Intrado within 90 days after being notified by Intrado that system upgrades have been installed and require updates on both ends to implement. Intrado will provide a specification document outlining any required changes. Failure to update on the Customer end could result in lose or degradation of the service.

3.2. Acceptance Testing

Both Intrado and Customer will be responsible for providing personnel to jointly execute Acceptance Test Plan ("ATP") before going live in Production. Execution of the ATP will be jointly scheduled based on availability of the appropriate technical personnel.

3.3. Project Management

Intrado and Customer will each appoint a project coordinator. The project coordinators will speak on a periodic basis to inform each other of the status of the project and Service and will act as primary contacts to complete the project activities between Intrado and Customer. The duties of each project coordinator include:

- Implementing and maintaining the project described in this Service Guide
- Establishing and maintaining a professional level of communication between the parties
- Scheduling regular meetings to review project progress and direction
- Coordinating training
- Managing escalation procedures

4. Service Maintenance and Support

4.1. Service Maintenance

Intrado will perform updates when deemed necessary to maintain and enhance the Service. For any material or service-affecting changes, Intrado will notify Customer of any updates or changes promptly after identifying any such update or change, within 10 calendar days prior to implementing the change to Services. Notwithstanding this, Intrado may always, in its sole discretion, make immediate updates or disable existing functionality for security purposes or when the interests of Intrado may be harmed.

4.2. Service Monitoring

Intrado will monitor Services 24x7x365.

4.3. Service Support

Intrado will provide Customer with 24x7x365 access to its Carrier Support Center ("CSC"). For all support issues, a ticket will be opened by Customer via email, or a ticket will be opened on Customer's behalf at the time a call is initiated by Customer.

Response to help tickets will be limited to Monday through Friday between the hours of 8 A.M. to 5 P.M. Mountain Time, excluding company holidays. Service impacting issues will be investigated immediately and resolved as soon as possible.

The parties agree each will be responsible for providing support solely for its own platform. The parties will work together when appropriate to troubleshoot and resolve issues that are PSAP affecting. Neither party will unreasonably withhold participation in troubleshooting activities.

Intrado and Customer will exchange key contacts for technical, operational, and managerial personnel assigned to Services deployment and ongoing support. Each party will update and exchange these lists on a regular basis.