# PSAP Outage Contact List

When communication services leveraged for 911 are down, it's critical for PSAPs to receive timely and actionable updates. Stakeholders need to know when outages occur and which originating service provider (OSP) is impacted.

With input from the public safety community, the FCC **adopted rules** requiring cable, satellite, wireless, wireline and VoIP OSPs to use **special diligence** to create and maintain an accurate, up-to-date contact list for purposes of notifying PSAPs of service outages. Under this framework, affected PSAPs must be notified by providers within **30 minutes** of an outage.

## Adhering to Special Diligence

The challenge for OSPs is having a reliable, comprehensive database of contacts to notify when their networks are impacted. As a longtime leader in public safety, Intrado actively curates and maintains a highly accurate list of contacts within PSAPs across the United States and its territories.



Intrado follows a biannual, multistage process to maintain up to date PSAP outage notification contact details. It includes the contact information as required by the Commission's rules and will assist OSPs in complying with the special diligence standard. This information is available using multiple methods with a standardized set of data – allowing all OSPs to have equal opportunity to meet or exceed FCC regulatory requirements.

Recent FCC fines have shown that OSPs could be fined several thousand dollars per PSAP for non-compliant outage notifications. Intrado has a vetted solution already in place for over 20 years, removing the burden of collecting, maintaining, and frequently updating this information in-house.

## PSAP Outage Contact List

With Intrado's PSAP Outage Contact List, you'll get:

- Your choice of delivery: .csv file or our JSON formatted automatable solution
- PSAP outage notification contact information based on your routing capabilities
- A "common list of PSAP data" including PSAP name, FCC ID, County, State, Service Type, and more

For .csv delivery, refreshed data will be available every two weeks, updated as of the previous day's committed updates and always delivered securely.

For delivery via our automated solution, data is available daily and includes the ability to query daily or sync for a wholesale update of your data.

## Common List of PSAP Data

| Standard | Definition |
|---|---|
| PSAP Name | The name of the PSAP often including the location (town or county) and potentially the response type (fire, police). |
| FCC ID | The FCC designated ID for the PSAP; each PSAP will have its own unique ID. It is suggested that this be the primary correlation point between Intrado and customer's data. |
| County | The county for which the PSAP supports and is located within. |
| State | The state that the PSAP resides in. |
| Outage_Notification_Name_1 (up to 10) | The name for the first of up to 10 outage notification contacts. |
| Outage_Notification_Phone_1 (up to 10) | The phone number for the first of up to 10 outage notification contacts. |
| Outage_Notification_Email_1 (up to 10) | The email address of the first of up to 10 outage notification contacts. |
| Outage_Notification_Title_1 (up to 10) | The job title of the first of up to 10 outage notification contacts if provided. |
| Outage_Notification_Position_1 (up to 10) | The position (in some instances it may be synonymous with title) of the first of up to 10 outage notification contacts if provided. |
| Wireline Service Type | The wireline service capability the PSAP supports, example enhanced. |
| VoIP PSAP Type | Whether this is a primary PSAP or not for VoIP calls. |
| Wireless PSAP Type | Whether this is a primary PSAP or not for Wireless calls. |
| Last Update | Timestamp for last update. |
| Last Update Status | State of update as either add change or delete. |

## Stay Ahead of Regulatory Changes

The Intrado database will continue to evolve to incorporate new data while also accounting for evolving regulatory requirements. You can meet your regulatory requirements today, ahead of the deadline, with PSAP Outage Contact List.

Intrado can work with you to assess your needs, answer questions, and provide demos. Reach out to your account representative or email **safety@intrado.com** to learn more.