



VIPER NextGen Service Guide

Version 2025.10.24

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1. Introduction

This Service Guide describes the Intrado VIPER NextGen Cloud Call Handling service offering (the “Service”) to US-based customers (“Customers”). Certain capitalized terms are defined in Appendix A.

The Service is a Next Generation 9-1-1 call handling solution delivered as a public cloud-native managed service.

The Service functionality includes:

- Cloud call handling services running in government cloud regions and availability zones
- Browser-based call handling positions installed at each Customer PSAP
- Specified hardware and professional services to install and maintain the Service

Reference Diagram - Cloud Call Handling

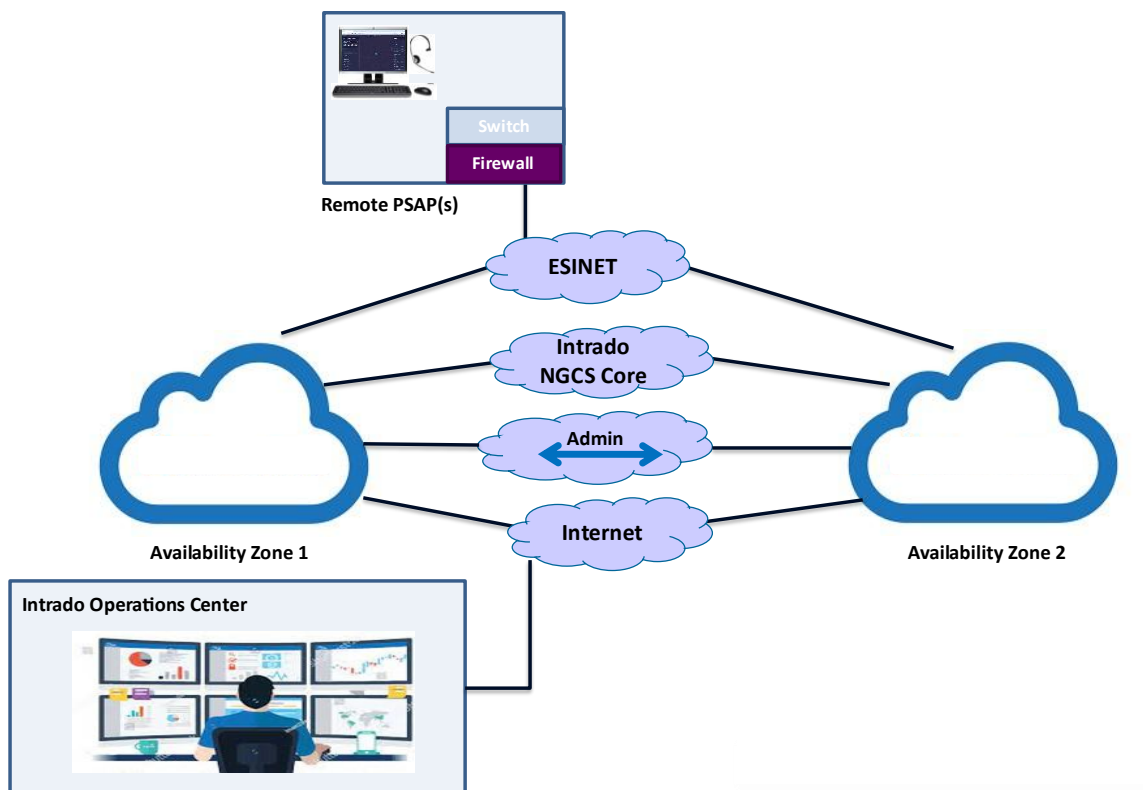


Figure 1: Service deployment overview

2. Service Description

The Service delivers a call handling solution-as-a-service. The call handling applications reside in data centers located in the United States. Emergency 9-1-1 calls are delivered by the Next Generation 911 (NG 911) service providers to the cloud locations where call processing and call reporting functions are provided. The supported NG 911 providers currently are AT&T ESINet, Lumen ESINet, and Intrado ESINet.

The Service includes PSAP networking equipment, telecommunicator position hardware as well as the required PSAP components and devices to interface with third party CAD systems and recording systems.

2.1. Included Features

The Service includes the following:

- Next Generation 9-1-1 cloud-based call handling functionality
- A NENA i3 standards compliant Terminating ESRP (T-ESRP)
- Installation and configuration services
- Online training services that include user and administrator training
- Networking equipment
- Position hardware
- Backroom hardware servers for CAD out functions
- Remote monitoring services
- Monitoring and support

2.2. PSAP Connectivity

Customer will provide a redundant and carrier grade network connection at each PSAP.

3. Service Details

3.1. User Features

The Service includes the capability of handling next generation NENA-compliant i3 emergency calls as well as SIP-based administrative calls. The following i3 location functionality is available:

- i3 Delivery Environment
 - Receive a voice or text 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
 - Query and display enhanced data information on the PSAP workstation

The browser interface supports location display and rebids. In addition to location features, the Service also includes the following user features:

- On-screen telephony via a browser-based application
- Call control operations are performed using the mouse and keyboard, or hot key functions
- Visual feedback is provided in the graphical user interface
- Integrated TTY via Baudot tones and RTT
- Configurable recorded announcements that are played for 911 and administrative calls
- Conferencing functions for both i3 and SIP administrative calls
- Integrated phonebook and contact list

- Searchable agency list to manage and contact hundreds of agencies
- Context-based speed dialing for transfers between positions or agencies
- Configurable agent read/write access rights.
- Multiple call lists and queries such as active calls, abandoned calls, instant call queries and historical calls.
- Serial CAD output interfaces
- Voice call recording (short term)
- SIPREC interface for 911 and administrative call recording functions
- PSAP-initiated video for call taker 'eyes on the scene.'

3.2. Software and Supplemental Equipment

Intrado will provide, install and maintain the following software and equipment at each PSAP:

- An auxiliary server for CAD out functions
- Position hardware, complete with keyboard, mouse, and speakers for each 9-1-1 call-taker position.
- A standard monitor per-position (brands as determined by Intrado).
 - Additional monitors, per application, will be supported at Customer request.
 - Touch screen monitors are supported at Customer request.

Networking equipment to connect the PSAP to the to the VIPER NextGen Services (if not provided by an authorized VIPER NexGen reseller).

Headsets are not provided as part of the Service. Only approved headsets (as found in the D10007/E reference document) are approved for use.

4. Optional Items

The following items are not included as part of the Service but can be purchased as optional items, along with other components listed in the Intrado Price List.

4.1. Text2911

If purchased, the Intrado Text2911 service is fully integrated in the VIPER NextGen user experience.

4.2. 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. (See full description at www.intrado.com/legal-privacy/terms-conditions/call-handling)

ECaTS currently supports the following “Standard ECaTS package” reports for this Service:

- Call Summary
- Calls Per Hour
- Top Busiest Hours
- Average Call Duration
- Calls By Carrier
- PSAP Answer Time
- PSAP Ring Time
- Last 12 Months Answer Time
- Last 12 Months Ring Time
- Class of Service
- Call Transfer
- Calls by Agent
- Agent Speed of Answer
- Agent Ring Time
- Called Back Summary
- Missing ALI
- Calls Per Hour by Day of Week
- Busy Hour Report
- Call Detail Record
- Top ANI Report
- Call Transfer Count
- Top PSAP Metrics – Answer Time

4.3. Additional training

The Service includes remote training services for administrators and end users. Additional training can be purchased. Optional training services may include end user or administrator training and are priced per day for a minimum of one class per day.

4.4. Onsite Support

The Services include remote technical support. If Customer purchases optional onsite support, Intrado provides on-site maintenance and support services directly. Intrado also acts as the primary support contact and manages fault isolation and escalation.

4.5. Administrator workstations

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

4.6. Large Genovation keypad

PSAPs that desire larger keypads than the standard can opt for a 48 key genovation keypad. This keypad is not included as part of the base Service but can be ordered separately.

4.7. Hardware based arbitrator

The base Service comes with a software-based arbitrator that can be used to control multiple desktops from a single keyboard/mouse.

PSAPs that desire a hardware-based arbitrator can opt for this. This hardware-based arbitrator is not included as part of the base Service but can be ordered separately.

4.8. Laptop positions

The base Service comes with a small form-factor PC as the position hardware. PSAPs that desire a laptop position can opt for this configuration. Laptops will be deployed for use within the PSAP. This is not included as part of the base Service but can be ordered separately.

5. Service Ordering, Installation and Configuration

5.1. Ordering

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

The parties will mutually agree on the facilities where the 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.

The following table provides the list of parts that can be ordered for the Service.

Part number	Description
Standard Items	
P10806	Position one time equipment– Sonic Edge
P10807	Position one time equipment fee – Workstation
P10808	Position one time equipment fee – Laptop
P10803	Position one time equipment set-up
P10268	Backroom Equipment – Object Server
P10807	Position equipment support annual recurring
P10811	Concurrent Essentials user license - annual recurring
P10812	Concurrent Advanced user license - annual recurring
Optional Items	
912993/OTF/LAP	NRC Position laptop
912993/OTF/KVM	NRC Position hardware KVM
912993/OTF/GENO	NRC Position large Genovation keypad
P10805	ACD Add-on for Essentials Bundle
P10349	Total Protection Service for Equipment

Please consult the Intrado Price List for up-to-date pricing information and part numbers for optional services and parts including all Text2911, ECaTS reporting packages, optional reporting add-ons and AI-based optional add-on services.

5.2. Project Survey

Once an order for the Service has been received a project survey at each PSAP will be completed. During the project visit, the on-site technician will assess the PSAP compliance with the Service facility requirements and will consult with Intrado on alternatives and any necessary site changes. Following the project survey, a Site Requirements Survey Report will be provided which specifies any site remediation requirements.

5.3. Configuration Training

Intrado will host a full-day webinar session to configure new systems. The intended audience for this webinar is the administrative personnel that will make decisions on system options, call flows, input data and configurations.

To prepare, Customer should gather the following information and have it available for the webinar:

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

The webinar is a full-day business practices, call flow analysis and training session. It is a review of current and future operations, integrations, and options. Decisions will be made on specific configuration options of the system. Administrative, Supervisor, and technical personnel should be in attendance.

Administrator training is conducted as a remote webinar. This session teaches the customer how to enter Agents, and how to build the Agency contact list. The Intrado trainer will use the detailed information gathered from the configuration process to determine how various options fit into the communications center's operational needs and provide the functionality desired within the available options.

5.4. PSAP Call Taker Training

Intrado will provide remote training services for each PSAP in the form of webinar tutorials. Training is accessible to all PSAP personnel.

5.5. PSAP Installation

As part of Service, Intrado provides, installs, configures, and monitors all Intrado components. Intrado will determine and implement configurations required. Intrado retains ownership of the PSAP servers and workstations as well as any networking equipment provided by Intrado while the Service is in effect.

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

All workstations and associated equipment will be located on the call taking floor in each Customer facility and not in the equipment room.

Intrado will be responsible for all networking components, server rack space, and network cabling in the PSAP. Intrado will provide and install new LAN connectivity within each PSAP for interconnectivity between the workstations and the ESInet for delivery of the Service. Intrado will provide and install all cabling to interconnect between the workstations, servers and the Customer's ESInet routers. If purchased from Intrado, Intrado will also provide and install cabling, interconnection of networking equipment.

Intrado will engineer the Service to interconnect with the following auxiliary equipment:

- **CAD ports**
The CAD serial ports will typically be located on a separate 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. The VIPER NextGen CAD output format is available on request. It is the responsibility of the CAD vendor to integrate with this format.
- **Radio Integration**
The Service will support Radio integration out of the box, using the Sonic Edge workstations provided with standard VIPER NextGen Service. Additional Sonic G3 boxes will be required to be purchased as optional equipment to connect laptops to non-Intrado workstations with integrated radio. This will allow the user to hear radio as well 9-1-1 calls in their headset when using a supported Sonic Edge position or Sonic G3

box.

- **SIP Administrative lines**
The Service supports cloud-based SIP administrative lines. Intrado will work with Customer to interconnect with Customer's SIP Admin service provider and configure administrative phone numbers to ring at the PSAP.
- **SIP PBX Integration**
The Service is designed to support integration with a SIP PBX. SIP lines can be provisioned within the application to allow users to dial to PBX lines within the site. Lines can be added or edited using the URI extension of the SIP PBX and will display as a contact that can be dialed or conferenced within the UI.
- **Call Recorders**
The Service is designed to support next generation recording interfaces via the SIPREC and i3 logging events protocol. These protocols enable remote and cloud-based recording solutions to be used. Intrado will configure the Service to interconnect with the Customer-provided recorder using this protocol. Intrado will make all reasonable efforts to work with Customer, the Channel Partner and the recording vendor to schedule a mutually agreeable time to complete the work during the installation process.
- **Reporting tools**
The Service is designed to natively interoperate with the Intrado ECATS service. Other reporting tools can leverage i3 log events to provide their reporting functions.

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

5.6. Implementation Cooperation

Appendix B attached to this Service Guide describes a standard implementation timeframe for the Services, including Customer and Intrado responsibilities and key milestones (as herein attached, or as otherwise agreed by the parties, the "Implementation Schedule"). Each party will timely fulfill its obligations per the Implementation Schedule, and will make available all resources necessary to meet the Implementation Schedule, including, as applicable: personnel, facilities, circuits, APIs, network information, third party coordination, and timely approvals (each, an "Implementation Dependency"). Unless otherwise agreed, Implementation Dependencies will be completed within five business days after request.

Either party may notify the other if it has not timely completed an Implementation Dependency, and the party at fault will remedy the deficiency within ten business days. If Customer does not so remedy an outstanding Implementation Dependency following notice, then Intrado may deem Customer's subscription period to have commenced.

For third party dependencies outside of Customer's control, Customer will promptly communicate any expected delay, and any remedies stated above will not apply.

Any modified or expanded Implementation Schedule agreed on by the parties will replace the attached Appendix B, and the above terms will continue to apply.

6. Service Maintenance, Monitoring, Support, SLAs

Intrado will provide monitoring for the Service, 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.

As part of the VIPER NextGen service, the Customer will receive the following maintenance services:

- 24/7 Alarm Monitoring
- 24/7 Remote Technical Support
- Management and deployment of software updates, enhancements, and new feature releases for all Intrado-managed VIPER NextGen components
- Call handling service upgrades delivered through the VIPER NextGen platform
- PSAP hardware replacement (where applicable) – Intrado will supply replacement units, but installation is handled by the Customer.
- Operating System (OS) knowledge base updates for supported PSAP hardware
- Antivirus software and update provisioning for supported PSAP hardware

Note: For third-party software components such as OS updates or Antivirus updates, Intrado will provide the necessary software and updates at no charge. However, installation and deployment of these third-party items will remain the responsibility of the Customer.

6.1. Defective Equipment

Excluding external causes such as accident, abuse, misuse, or problems with electrical power, Intrado will cover the replacement costs for the defective equipment. The Intrado standard RMA process, including shipping responsibilities, will apply.

6.2. Software System Upgrades

Intrado makes VIPER NextGen and other SAAS Solutions upgrades available at no additional cost, typically four times a year (each a “Quarterly Release”). These upgrades generally include newly released versions and “Hot Fixes” but may exclude new optional features that are made available separately. Upgrade dates will be announced via email. Relevant documentation will be provided by Intrado.

6.3. Support Timelines and Availability Service Levels

Terms regarding support timelines and availability are stated in [Appendix C](#).

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 physical environment requirements.

Customer will provide sufficient space for each call handling workstation that meets the following minimal requirements:

- 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 one monitor will dissipate a maximum of 1500 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 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 for the monitor
 - Two power connectors for the computer gear (Sonic Edge or Desktop) (NEMA 5 15P).
 - One power receptacle for speakers

7.2. PSAP backroom physical environment requirements

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.

- 4U of a 19-inch rack space to install CAD router server and serial interface device.
- Dry, clean, 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.
- 110 / 220-volt power feeds (100 watts max) are required with A & B feed (two feeds per power source)
- Cooling for maximum heat output of Intrado backroom equipment under full load is 350 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

7.3. PSAP site access requirements

During the installation Customer will provide the following, dependent on Customer environment:

- Security access to each 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.
- Have onsite during the installation an authorized third-party vendor technician whose equipment will interconnect with the Intrado equipment.

Customer will be responsible for working with its CAD vendor and recording vendor to implement any programming changes required in these systems. The Customer will bear all costs required by these vendors to adapt to VIPER NextGen.

7.4. ESInet connectivity

Customer will notify their NG911 Service Provider of their subscription to the Service. Intrado will coordinate with the NG 911 Service provider to accept ESInet connectivity to the VIPER NextGen Service. The NG911 service provider may impose fees to Customer to hand-off calls to the Service. Please contact your NG 911 Service Provider for more information on these types of charges.

7.5. PSAP connectivity

For ESInet connectivity, Customer will provide at least 2 Mbps per position with a minimum PSAP requirement of 10 Mbps. Intrado will provide the expected bandwidth guidelines for each PSAP location. Redundant links are recommended for higher system availability.

7.6. PSAP Configuration

In line with the configuration process described in Section 5.3 above, the Customer will:

- Prepare for the configuration webinar by compiling a list of:
 - All agents who will be logging into the Service.
 - All agencies, organizations and/or individuals that can be programmed for outgoing calls and/or transfers.
- Schedule the appropriate personnel to attend the configuration webinar that can participate in configuration discussions including such topics as:
 - VIPER NextGen CAD out format
 - Operational requirements as they will relate to Cloud Call Handling functionality.
 - User interface options

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. Where Intrado is referenced below and Customer is purchasing from an authorized reseller, then the reseller will be responsible.

Task	Responsibility
Pre-Sales	
Service Order	Intrado
Project Implementation	
Project Management	Intrado
Project Plan for Service	Intrado
Service System Cloud Architecture	Intrado
Service Network Architecture	Intrado
Customer Facilities	Customer
Customer Facility Site Preparation (floor space, power, etc.)	Customer

Task	Responsibility
Pre-Sales	
Service Order	Intrado
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, Contact List, etc.	Intrado/Customer
Notify the NG911 Service Provider of the location of the Call Handling service	Customer
Intrado or Channel Partner provided PSAP Equipment-Provide, Stage, Install at Customer Facility	Intrado
Develop Migration plan and execute Migration Testing	All
Customer Training	Intrado/Customer
Production Turn-up	All
Ongoing Responsibilities	
System Monitoring	Intrado
System Maintenance	Intrado
On-Site Support	Customer/Intrado only if separately purchased
System Upgrades	Intrado
Log storage and backups	Intrado
Problem Reporting	All
Problem Triage and Resolution	All

9. Additional Terms

9.1. Payment and Subscription Term

Except as otherwise documented in a Quote or signed agreement, Intrado will invoice the total fees for Year 1 on receipt of Customer's order. The subscription start date will be the earlier of six months following date of order or the date of Acceptance. Intrado will invoice the subsequent annual subscription fees on each anniversary of the subscription start date for the remainder of the term.

9.2. Data Privacy

Intrado's Privacy Policy at www.intrado.com/legal-privacy governs Customer's rights regarding data protection and privacy, including Intrado's practices with respect to the collection, use and disclosure of certain data and/or personal information provided to us in connection with use of the Services.

9.3. Concurrent License

Intrado will monitor concurrent license usage. If usage exceeds the agreed on contractual allotment for 2 consecutive months, Customer will be required to purchase additional licenses.

Appendix A - Definition of Terms

Term	Definition
Customer	PSAP or Public Safety Agency that purchases the Services
End-User	PSAP caller taker/dispatcher or credential user of services
i3	NENA standard for NG911 services
IP	Internet Protocol
HVAC	Heating Ventilation and Air Conditioning
LAN	Local Area Network
NENA	National Emergency Number Association
NG9-1-1	Next Generation 9-1-1. NENA i3 standards for IP based 9-1-1 services
POI	Point of Interconnect
PSAP	Public Safety Answering Point
RTT	Real-Time Text
T-ESRP	Terminating Emergency Service Routing Proxy. NENA i3 term describing the termination point to a NG911 PSAP
TTY	TeleTypewriter-text telephone device or a telecommunications device for the deaf

Appendix B

Standard Implementation Schedule

Assumptions:

1. Standard implementation schedule reflects a single Call Handling site deployment of 110 days following order reception.
 - a. Additional steps or requirements may be needed for non-standard deployments or unique circumstances.
2. All references to “days” are calendar days.
3. Installation to Cutover duration (10 days) assumes a configuration of up to twelve Call Handling positions.
 - a. Each additional set of 5 positions will add 1 additional day to the front room installation phase & one additional training day.

Milestone	Duration (Days)	Pre-requisite	Deliverable	Owner	Timeline (Days)
Project Initiation (Day 0-29)					
Project Kick-off	0		Purchase Order Received	Intrado	0
Customer Kick-off Call	1	Project Kick-off	Preliminary Scope of Work developed from receipt of Purchase Order. ATT/Customer to provide timelines for key milestones and customer readiness, including: - Building readiness - Network in place - Cloud connectivity established - i3 readiness (GIS data) - Admin SIP licenses and DIDs	Intrado/Customer	14
Data Collection: IP scheme & Position numbering.	7	Customer Kick-off	Data provided to Intrado.	Customer	21
Pre-Installation (Day 14-29)					
VNG PSAP Created	1	Project Kickoff	VNG PSAP URL Accessible Logon credentials available for customer	Intrado	14
Customer Configuration Training	1	VNG PSAP Created	Training completed with Customer.	Intrado/Customer	21
Project Survey	1	Customer Kick-off	Recommendation report delivered to customer. (Requires purchase of project survey service)	Intrado/Customer	29
PSAP Staging Phase (Day 22-34)					
Equipment staged	5	Data Collection	On-premise equipment prepared	Intrado	27
Equipment delivered	7	Staging	Ships equipment to Customer. (Shipping & delivery timelines vary.)	Intrado	34
Customer Readiness / Pre-arrival Verification (Day 0-100)					
Project Survey Recommendations	45	Project Survey	Confirmation required recommendations completed	Customer	100
Network in place.	30	Project Kick-off	Network connectivity confirmed	Customer	
Cabling complete	30		Cabling completed for backroom and positions	Customer	
PBX SIP Interface (Optional)	30		PBX SIP Proxy hand-off provided	Customer	
<i>Building readiness*</i>	30		Backroom, Dispatch Area, HVAC, Electrical	Customer	

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Milestone	Duration (Days)	Pre-requisite	Deliverable	Owner	Timeline (Days)
<i>Admin SIP confirmed (IP Flex)*</i>	30		Customer licenses secured DIDs available	Customer	
<i>Cloud Connectivity*</i>	100		Confirmation of circuit readiness meeting connectivity requirements	Customer	
<i>i3 readiness*</i>	100		Confirmation customer data is i3 ready DEW delivered	Customer	
Install to Cutover Phase (Day 100-109)					
Backroom Installation	1	Pre-arrival verification Equipment delivered	Backroom installed	Intrado	100
Front room Installation	3		Positions installed	Intrado	103
ORT Testing	2	Installation complete	ORT complete	Intrado	105
Training	2		Call-takers trained	Intrado/Customer	107
Cutover	1	ORT Testing, Training	Customer processing calls on VNG	Intrado	108
Post-cut support	1	Cutover		Intrado	109
Project Closure (Day 110)					
Notice of Completion sent to CHANNEL PARTNER	1	Cutover	Documentation completed.		110

** If not already in place*

Appendix C

Support Terms and Service Level Agreement for Intrado VIPER NextGen™ Services

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System Availability for Intrado VIPER NextGen™ Services

Intrado will use commercially reasonable efforts to make the VIPER NextGen Services available with a System Availability of at least 99.999% during any calendar month.

1. Definitions

As used in this SLA, the following terms will have the respective meanings set forth below:

- “System Availability” is calculated as follows:

$$(\text{Total Monthly Minutes} - \text{Downtime}) \times 100\% / \text{Total Monthly Minutes}$$

- “Downtime” means a complete interruption of Services (0% Services Availability) that prevents Customer from answering a 911 call (including by an admin line or a roll over PSAP). Downtime will be measured in minute increments. Downtime will only include unanticipated unavailability where the root cause lies exclusively within Intrado’s infrastructure and control, and will not include hosting partner outages (e.g. Azure, AWS) or service or data unavailability caused by call handling vendors, ESInet providers or third-party applications or integrations.

2. SLA Availability Monthly Activity Report and SLA Remittance

- Intrado will provide an SLA Availability report on a monthly basis.

Support and Response for VIPER NextGen Services

1. System Services and Notifications

- Support is available 24/7/365 and is managed based on the severities outlines below.
- Intrado provides the following support tiers:

Severity Level	Definition	Remote Response Time Goal	Target Resolution Time	Resolution Approach
1 – Critical Failure	Complete loss of 911 service due to either a failure in the VIPER NextGen platform or a customer-side issue (e.g., network outage, firewall block, endpoint failure). All users are impacted and unable to access core functionality.	15 Minutes	8 Hours or less	Support will immediately engage to diagnose the issue, determine whether the root cause is platform-based or local, and coordinate with appropriate technical personnel to restore service. If the issue is platform-related, a code correction or configuration update may be initiated.
2-Major Impairment	Severe degradation of functionality affecting more than 50% of users. May be caused by VIPER NextGen platform instability, partial network failure, or misconfiguration. Examples include loss of call-taking capacity or failure of key features such as ANI/ALI delivery.	1 Hour	48 Hours	Support will assess the issue, isolate the source (platform or local), and provide corrective actions or workarounds. If the issue is platform-related, code-level fixes or configuration adjustments may be initiated.
3 – Moderate Issue	Non-critical performance issues or partial service degradation. May include intermittent connectivity, slow response times, or isolated workstation failures. Core service remains operational.	8 Business Hours	Not Applicable	Support will assist with diagnostics and provide configuration or troubleshooting guidance. If the issue is platform-related, resolution may include code correction in a future maintenance release.
4 – Minor Issue	Non-service-affecting issues with low impact. Examples include cosmetic UI concerns, isolated user access issues, or misconfigured settings. Core functionality is unaffected.	Next Business Day	Not Applicable	Support will provide guidance or workaround solutions. Resolution may be deferred to scheduled maintenance or addressed through future platform updates.
5 – Inquiry	General questions or requests for information not related to a service-impacting issue.	2 Business Days	Not Applicable	Support will respond with relevant documentation, guidance, or clarification.

- For Critical incidents, Intrado will notify Customer by email (to the Customer-provided email address(es) promptly (targeted within 30 minutes) of becoming aware of the incident, providing the initial notification and containing the following (as available):
 - PSAP(s) affected
 - Problem description
 - Time of incident
 - Affected systems or services
 - Impact on VIPER Next Gen Services
 - Trouble ticket number
 - Ticket type (open, monitoring, dispatched).

- Intrado will provide follow-up email notification as new information becomes available or every 4 hours, whichever occurs first. Updates will include the current status and any additional data pertinent to the incident and its resolution.
- When the critical incident is cleared, Intrado will send a final notification.
- On-site support is only available if Customer has purchased On-Site Support Services
- Support Services will not cover, and will not be provided to address, errors caused by amendments, alterations or modifications to the Platform and/or Software, which the customer or reseller, or a third party, have made without Intrado written consent, or errors caused by using the Platform and/or Software in a manner that violates Intrado's instructions, acceptable use policy, or applicable agreement between the parties.
- Intrado does not offer assistance with, or pair with, any third-party integrations which are not provided by Intrado. This includes any third-party hardware or software installations, uninstallations, modifications, or any other types of configurations, which may impact the Services. Intrado does not advise, recommend, prefer or consult on any third-party provider or integrator which is not related to the Services. Intrado is not responsible for the correction of issues resulting from a third-party software, equipment or any other third-party vendor which is not related to the Services.