# ECaTS Service Guide

Version 2026.08.20

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INTRADO

# 1. Introduction

This Service Guide describes Intrado's Emergency Call Tracking System ("ECaTS") services ("Services").

ECaTS is a cloud-based analytics and reporting platform that aggregates public safety operational data from supported call handling systems, ESInet components, text-to-911 platforms, and other data sources into a centralized reporting environment.

# 2. Overview

The Services allow public safety entities to aggregate their public safety data in a centralized location for pre-configured (standard and management) and ad-hoc reporting. Reports are accessible via a web browser using a secure Cloud solution.

The ECaTS reporting suite includes standard and management reports. Standard reports represent information required on a daily basis. The management reports address the analytical requirements of individual PSAP managers, supervisors, and executives within jurisdictions.

Ad-hoc reporting is accessible through a web interface that allows Customer to generate reports against varied data elements stored in the system. Ad-hoc reports can be scheduled automatically and sent via email.

In addition to the ad-hoc reporting, Customer will have access to the ECaTS Client Communication Specialist for custom report rendering, unlimited webinars, and assistance. Templates created with these Specialists Can be created within Customer's ECaTS instance, and then be shared among users within the ECaTS portal. Any custom reports requiring development of new parsers and or new functionality to the existing portal will incur additional charges.

**Key Features of the Services:**

- Intuitive "one click" reporting
- Call and trunk statistics information
- CDR and ALI information
- Local call taker statistics
- Hassle-free & low-maintenance
- Low profile equipment at PSAP
- Built in system monitoring and response
- Role-based accessibility via an Internet browser
- Carrier-manufacturer-service provider agnostic
- Customer care and ongoing training included
- Scheduling of almost any report at any frequency

**Staffing Forecast Module:**

The Staffing Forecast Module uses existing ECaTS call data collected from each of Customer's PSAPs to provide general staffing level forecasts. The Staffing Forecast Module allows Customer to specify its desired Service Level Goal (the percentage of calls Customer would like answered in a given time), and its desired Answer Time Goal (time frame Customer wants its calls answered within). Customer will have the ability to generate Staffing Forecasting for both existing NENA and NFPA call handling standards, as well as custom-defined levels.

# 3. Add-on Services

## 3.1. Text to 9-1-1 Reporting Service

ECaTS provides full text-to-911 reporting functionality ("ECaTS Text to 9-1-1 Service") with standard SMS reports, which provide visibility into the number of total messages sent and received, the average time to respond between caller and call taker, tracking of the top MDNs to isolate SMS abusers, and full text-to-9-1-1 transcription with search. These reports can also be scheduled to be emailed to the user at their discretion. The ECaTS Text to 9-1-1 Service can be provided as a standalone or complimentary service offering to the ECaTS MIS core service.

Pre-requisites: PSAP must be served by either the Intrado Text Control Center ("TCC") or the Comtech TCC or have the text data available from a local source (ex: system CDR).

## 3.2. Wireless Routing Analytics ("WRA")

The ECaTS WRA provides Customer an analysis of its wireless routing for each cell sector in its jurisdiction. It includes a series of wireless routing reports and additional analytics for tracking when cell towers/sectors are brought online and tracking specific wireless numbers that can be used in field testing. The combined suite of reports is collectively known as the WRA suite and can be run at any time by Customer once the system has been configured and the subscription activated. The reports contained in the WRA suite each provide one facet of analysis needed to understand the current status of cell sector routing and provide insight into the way calls are delivered to the PSAP.

1. **Wireless Routing Analysis Report Suite**
   Includes suite of wireless routing reports along with analytics for new cell towers/sectors tracking and automated field testing of specific wireless numbers.

2. **Wireless Routing Analysis Routing Sheet Management & Workflow**
   Workflow includes the ability to automatically import carrier routing sheets directly into the ECaTS portal and map cell sector and agency boundaries to assist with acceptance or rejection process for routing analysis. As needed, users can import new agency boundaries (ex: shape files) within the portal. Map views can visualize historical calls for greater insights. Workflow tool provides notifications as changes are made and requests require next steps in organizational processes. The module includes the ability to import, store, revise and track routing sheets.

Pre-requisite: ECaTS MIS

## 3.3. Additional Reporting Modules and Reporting Bundles [Custom or Auxiliary Reports]

In addition to the standard MIS reporting suite, ECaTS offers custom reporting services designed to address customer-specific operational, management, and analytical requirements.

Custom reporting packages are available through tiered report bundles:

- Silver Bundle
- Gold Bundle
- Platinum Bundle

These bundles provide access to predefined custom reports and analytics beyond the standard ECaTS MIS reporting package.

**Supported Platforms**

Custom reporting bundles are currently available only for:

- Intrado VIPER
- Motorola Vesta

Support for additional call handling platforms beyond those identified in this Service Guide may require additional integration, configuration, data profiling, parser development, validation, testing, or other customization activities. Any such services will be subject to a separate statement of work, purchase order, or order amendment and may result in additional charges.

*Pre-requisites: ECaTS MIS and a supported VIPER or Vesta call handling platform.*

## 3.4. Dashboard and Near Real-Time Analytics

The ECaTS Dashboard gives PSAP/County/State management personnel the ability to monitor 9-1-1 call activity in a near real-time display.

The ECaTS Dashboard provides a visual representation of actual 911 call activity, answer time, hold time, and other factors, and represents the real-or near-time condition of 9-1-1 within the specified jurisdiction in a rich visual interface with phase 2 wireless mapping. Additional analytics segment the data by wireless carrier, identifying wireless 9-1-1 calls, or other communication data traffic through the PSAPs in the State and/or County. Each data factor, such as call volume, will be compared against normative vales (averages) to identify anomalies in call traffic, call volume, and call handling statistics. An area of the ECaTS Dashboard will be dedicated to mapping incoming phase 2 wireless calls to identify possible areas of high traffic or anomalous call volume (either higher or lower than normal). Wireless carrier activity will also be compared against normative values and significant deviations between normal and abnormal call activity will be highlighted as an “alert” by the ECaTS Dashboard.

Pre-requisites: None

## 3.5. ESInet i3 Dashboard

The ECaTS ESInet i3 dashboard, powered by i3 logs, provides real-time statistics of actual 911 call activity, network node status, call routing activity, call volume, and other factors, presenting real time insights into the performance and activities on your Next Generation 911 network and services within the specified jurisdiction.

The flexible widget-based interface allows users to select and/or customize views based on their role and use cases with the ability to provide near real-time and real-time situational awareness about call and network health activity. Mapping and metrics allow the user to zoom in/out, drill down/up and interact with the data. Users can detect anomalies in real time by using thresholds and notifications.

Pre-requisite: Customer must have an ESInet with functional elements capable of sending log information to the i3 logger.

### 3.6. i3 Logger Service

The ECaTS i3 Logging Service provides an i3-ready logger interface, which aggregates meta data logs from all functional elements within an ESInet to support functional element reporting and meta log retrieval. The ECaTS i3 Logging Service is optimized as a “meta data transaction logger” and conforms to both the v1 and v2 ESInet logging specification as defined by the NENA 08-003 and STA 10.2 specification for logging transaction metadata only. The ECaTS i3 Logging Service does not store media.

Pre-requisites: Customer must have an ESInet with functional elements capable of sending log information to the i3 logger.

### 3.7. Audit Logging

The Audit Logging module enables the viewing of the Raw Data seen by a user and ad-hoc report results by date and date range. This module also allows retrieval of any ad-hoc report to audit what personal information may have been pulled by a user when using the ad-hoc reporting tool.

Pre-requisites: ECaTS MIS

## 4. Supported Call Handling Platforms and Data Sources

ECaTS is designed to support reporting and analytics across a broad range of public safety technologies and data sources.

Supported integrations may vary based upon:

- Software version
- Interface availability
- Data accessibility
- Deployment configuration
- Customer environment

The following represent prominent call handling platforms, text-to-911 and NG911 vendors currently supported by ECaTS:

**Supported Call Handling Vendors:**

| **Company** | **Product** |
|---|---|
| Atos | ATOS |
| Avaya | Avaya Call Records |
| Avaya | Avaya Parser |
| Cisco | BroadWorks |
| Intrado | Viper NextGen |
| Intrado | Viper |
| Motorola | Maars |
| Motorola | Vesta |
| Motorola | Vesta NXT |
| Motorola | ECW |
| Solacom | Solacom |
| Solacom | Solacom Legacy |
| Zetron | Zetron |
| Zetron | Zetron 2 |
| Zetron | Zetron 3 |
| Zetron | Zetron 4 |
| CML | CML |
| CML | CML Classic |
| CML | CML Classic 2 |
| CML | CML Configurable |
| CML | CML Stitched |

| | |
|---|---|
| CML | CML Stitched 2 |
| EmergiTech | |
| Fort Irwin | |
| Fubar | |
| Meridian | |
| MicroData | |
| Moducom | |
| NineOneOne | NineOneOne |
| NineOneOne | NineOneOne 2 |
| Pallas | |
| Queue Dot Matrix | |
| RADIUS | |
| Sequential | |
| WestTel | |
| Xtend | |
| Carbyne* | |

**Carbyne integrations are supported; however, report availability may vary based on data provided by the platform.*

**Supported Text-to-911 Vendors:** Comtech TCC, Intrado TCC, ATOS Text

**Supported NG911 ESInet Vendors:** Intrado, AT&T ESInet, Motorola, InDigital, Lumen, Synergen

## 5. Authorized Users

Customer may only request user logins for users employed by the governing jurisdiction (e.g. State 911 Director, PSAP Manager, Dispatch Supervisor). Intrado will not issue user logins requested by Customer for third party vendors, provided, however, that Customer may request temporary access to Call Detail Records (CDR) for its CPE Service Provider for troubleshooting purposes for up to 30 days. Customer must notify Intrado at servicedesk@intrado.com or ecatsupport@intrado.com when an authorized user no longer works for the governing jurisdiction or whenever deactivation is otherwise required

## 6. Implementation Cooperation

Appendix A 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 commence charging for any minimum recurring fees due under the Order for the Services.

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 A, and the above terms will continue to apply.

**Platform Migration and Cutover Services**

If Customer replaces, upgrades, or migrates from one call handling platform, CPE platform, or primary reporting data source to another during the term of the Agreement, additional implementation and configuration services may be required to maintain ECaTS functionality.

Such activities may include:

- Data source configuration
- Data profiling
- Integration development
- Validation and testing
- Historical data transition
- Reporting validation
- Operational cutover support

Platform migration and cutover activities are considered a separate professional services engagement.

These services require:

- A separate purchase order, Statement of Work, or Order amendment; and
- Payment of applicable professional services fees.

The timing and scope of migration activities will be mutually agreed upon by the parties prior to commencement of work.

## 7. Installation and Support

Installation, which includes installation of the data collectors and connecting to the available CPE CDR port, will be the responsibility of Intrado. Intrado will also assist in the network configuration limited to obtaining IP addresses for the data collectors, configuring VPN tunnel information for both parties to establish secure tunnels between their networks and/or identifying proper ports to forward if a VPN is not available. Intrado is not able to configure or change a premise network, Intrado expects local support at each PSAP to be responsible for their network configuration to enable the data collector to transmit collected data to the Intrado datacenter for processing. The data collectors are onsite appliances, which connect to an active CDR port (Intrado is not responsible for CDR port activation, it is expected that all CPE being connected to have active CDR ports to facilitate the service) that collect the data needed for reporting, and securely send the data to the ECaTS platform.

Intrado will require the support of the customer to properly profile the line data obtained from the premise equipment. This profile activity requires participation of the customer and personnel that are responsible for the equipment in order to properly configure the ECaTS system for accurate reporting.

Data collectors will be delivered to Customer FCA point of origin (Incoterms 2010), and title will pass at time of delivery. Intrado will provide maintenance and support for the data collectors as part of the ECaTS Services, and at Intrado's cost will replace any data collector that fails in the field. If Customer's access to the data collector requires a site visit from Intrado, Customer will pay for Intrado's travel and labor costs associated with the repair.

Initial training and additional training requests will be fulfilled by Intrado. Future webinar trainings will be provided at no additional cost for Customers.

Customer support provides access to ECaTS for data mining and statistical analysis assistance.

Intrado will monitor all aspects of the Services, including data collection and transfer points, and the health of Intrado's equipment, Intrado databases, and web services. Contact information for support follows:

- Help Desk Number: 1-855-333-0827
- Email Support: 24x7support@intrado.com or ecatssupport2@intrado.com
- Hours: Support is available 24/7 for all issues.

# Appendix A

## Implementation Schedule – ECaTS

| Milestone | Duration | Deliverable | Owner |
|---|---|---|---|
| **Initiation Phase** | **18 days** | | |
| Schedule kick-off call with Customer following Order receipt. | 18 days | Preliminary Scope of Work. | Intrado/Customer |
| **Customer Kick-Off Phase** | **60 days** | | |
| Documentation Completion | 45 days | New Installation Worksheet, IP Port Forwarding Form, Resource/line documentation. | Customer |
| Portal Profile Creation | 15 days | Dependent on New Installation Worksheet. | Intrado |
| **Equipment Phase** | **17 days** | | |
| IP scheme to Staging. | 7 days | Dependent on IP Port Forwarding Form. | Intrado |
| Equipment build. | 10 days | Standard build and shipment includes 1 server; Additional 2 days per add-on server. | Intrado |
| Shipment & Arrival of Equipment. | Varies | Package and ship materials to Customer. Arrival times vary by location. | Intrado. |
| **Installation Phase** | **37 days** | | |
| Network in place. | 15 days | Network connectivity confirmed. | Customer |
| Installation of physical hardware. | 2 days | Additional 2 days per location. | Intrado |
| Issue Resolution. | 20 days | It varies based on network personnel or CPE vendor availability. | Customer/Vendor |
| **Acceptance Phase** | **41.5 days** | | |
| Data Configuration and System Acceptance. | 20 days | Standard PSAP (Qty 1). Hosted PSAP may incur more/less time depending on setup and deployment staggering. | Intrado |
| Internal Issue Resolution. | 10 days | Time may vary based on complexity. | Intrado |
| Training Schedule | 10 days | Schedule training with the Customer after validation is completed. | Intrado |
| Actual Training | 1 day | Complete training session (90-minute session) | Intrado/Customer |
| Project Closeout | .5 days | Closeout form. | Intrado/Customer |

- This schedule reflects a single site MIS standard deployment of 173.5 days following order receipt. Additional steps or requirements may be needed for non-standard deployments, additional reporting modules, or unique circumstances.
- All references to “days” are to business days.