



VIPER Answer Service Guide

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1. Introduction

This Service Guide describes the Intrado VIPER Answer™ service offering (the “Service”) for customers based in North America (“Customers”).

VIPER Answer is an AI-powered virtual agent that automatically handles non-emergency and administrative calls received by Public Safety Answering Points (PSAPs) and Emergency Communications Centers (ECCs). The Service is designed to reduce routine call-taking workload and help telecommunicators remain available for urgent and emergency calls.

2. Service Description

VIPER Answer is a cloud-based, AI-driven automated call-answering service purpose-built for PSAP and ECC environments. It interacts with callers in real time using natural, conversational language.

2.1. The Service can:

- Automatically answer and process non-emergency and administrative calls
- Collect, validate, and confirm caller information.
- Understand the caller's request and determine the appropriate response.
- Resolve routine calls without human involvement when appropriate.
- Transfer callers to the appropriate agency's resource or other designated resource.
- Escalate calls based on the nature and urgency of the request.
- Transfer a caller to a human telecommunicator when needed.
- Support real-time conversational interactions in commonly used languages.
- Provide reporting on Service activity and performance.
- Be configured to support the procedures and requirements of each PSAP or agency.

Optional capability: Through separately quoted Professional Services, VIPER Answer can be integrated with the Customer's CAD, incident tracking, reporting, or records management system to support automatic incident-record generation or other workflows.

2.2. Supported Call Types

VIPER Answer can manage many types of non-emergency and administrative calls autonomously when appropriate. Supported call types may include:

- General PSAP or agency call-tree inquiries
- Noise complaints and neighborhood disturbances
- Animal control inquiries and reports
- Minor traffic incidents, parking violations, and tow notifications
- Municipal service requests involving water, waste, public works, or parks
- 311-type service requests and referrals
- Non-emergency social service and mental health referrals
- Lost and found property reports

- Non-priority alarm notifications
- Non-urgent welfare check requests
- Follow-up calls about previously created incidents
- Police records requests and report-filing instructions
- Frequently asked questions, including agency hours, locations, and contact numbers

The final list of supported call types and the associated handling procedures will be defined with the Customer and configured to align with the Customer's standard operating procedures (SOPs).

2.3. Included Functionality and Services

The standard Service includes:

- Onboarding and configuration of the supported call types
- Training for call takers and administrators
- Network configuration required to connect the Service to the PSAP environment and local call-handling solution
- Ongoing Service maintenance
- Performance monitoring and service-level reporting
- 24/7 technical support

2.4. Connectivity

VIPER Answer requires secure connectivity to the cloud-based Service and a connection to the Customer's local call-handling solution.

- SIP connectivity is the primary connection method.
- Telephone lines may be used as an alternative connection option.

The connection method and technical requirements will be confirmed during project planning.

3. Optional Professional Services

Professional Services are available when a Customer requires functionality beyond the standard Service configuration. These services are quoted separately and are not included in the standard VIPER Answer package.

Optional Professional Services may include:

- Customer-specific workflows
- Use cases that are not available in Intrado's standard use-case library
- Non-standard integrations
- CAD or incident-tracking integrations
- Records Management System (RMS) integrations
- Reporting-solution integrations
- Other third-party system integrations

Intrado will make reasonable efforts to coordinate with third-party vendors when integration between solutions is required. The Customer is responsible for facilitating access to third-party APIs and coordinating discussions with the applicable third-party vendors.

4. Onboarding and Configuration

Intrado and the Customer will work together to define the deployment scope, confirm technical readiness, configure the selected use cases, test the Service, and prepare the solution for production use.

4.1. Customer Requirements Summary

After Intrado receives an order for the Service, Intrado will:

1. Identify the standard use cases to be deployed.
2. Assess whether the PSAP meets the Service connectivity requirements.
3. Evaluate any site changes or remediation activities that may be required.
4. Identify non-standard use cases and additional integration requirements involving CAD, RMS, reporting, or other third-party solutions.

Intrado will document the results in a Customer Requirements Summary. This document will describe the selected VIPER Answer use cases, integration requirements, connectivity requirements, and any identified site-remediation needs.

4.2. Standard Setup and Configuration

As part of the standard Service rollout, Intrado provides, configures, and monitors the required Service components. Intrado will configure the selected use cases from its standard library and align them with the Customer's approved SOPs and requirements documented in the Customer Requirements Summary.

4.3. Customer Training

Intrado will provide training for administrators and agency personnel. Training will cover the performance dashboard, reporting, and the configuration elements that the Customer is authorized to manage.

Training may be delivered through instructor-led webinars, and/or on-demand resources, as applicable to the deployment.

4.4. Implementation Cooperation

Appendix A describes a typical implementation schedule, including key milestones and the responsibilities of Intrado and the Customer. The parties may agree to a different or expanded implementation schedule based on the deployment scope.

Each party will complete its assigned activities according to the agreed implementation schedule and will make the resources required for implementation available. These resources may include personnel, facilities, circuits, APIs, network information, third-party coordination, and timely approvals. Unless otherwise agreed, requested implementation dependencies will be completed within five business days.

For third-party dependencies within the Customer's control, the Customer will promptly communicate any expected delay. Any schedule modified and agreed to by the parties will replace the typical schedule in Appendix A, while the remaining implementation terms will continue to apply.

5. Service Monitoring, Support, and SLAs

Intrado monitors the VIPER Answer Service and provides remote technical support through its centralized support center. Help Desk support is available 24/7 through a toll-free hotline and a secure Internet portal. Service inquiries are tracked through a CRM trouble-ticket system.

The standard Service includes:

- 24/7 alarm monitoring
- 24/7 remote technical support
- Management and deployment of Service updates, enhancements, and new feature releases

Before escalating an issue to Intrado, the Customer will perform basic fault isolation, including confirming that the Customer network is stable and that sufficient bandwidth is available.

Support response times and Service availability commitments are detailed in Appendix B.

6. Customer Responsibilities

The Customer will designate a project manager to serve as the primary point of contact for Service planning and deployment activities.

The Customer will also assign the appropriate personnel to participate in project planning, testing, validation, and acceptance. The Customer is responsible for confirming that the configured Service aligns with its operating procedures. Each party remains responsible for completing its assigned obligations, with open items coordinated through the project managers.

6.1. PSAP Site Access Requirements

When on-site access is required for deployment or configuration, the Customer will provide the following, as applicable to its environment:

- Authorized access to each Customer facility for Intrado personnel or authorized agents
- Access to the facility areas required to perform the work
- Parking and building access needed to move tools and equipment into and out of the facility
- Suitable workspace and reasonable access to computers, telecommunications equipment, and other required services or materials

- An authorized third-party technician on site when third-party equipment must be connected to Intrado equipment

When additional third-party integration is required, the Customer will facilitate access to the relevant third-party APIs and coordinate discussions with the applicable solution vendors.

6.2. PSAP and Service Connectivity

The Customer will provide the connectivity and bandwidth required to connect VIPER Answer to the Customer's call-handling solution. Session Border Gateways may need to be purchased if not already available to ensure a secure network connection to the VIPER Answer Service. Intrado will configure the Service and applicable Intrado-managed networking equipment according to the confirmed connectivity requirements and PSAP guidance. For configurations with non-Intrado managed networks, the customer will ensure secure network connectivity to the VIPER Answer service.

7. Data Privacy

Intrado's Global Privacy Statement (<https://www.intrado.com/legal-privacy>) governs the Customer's rights regarding data protection and privacy, including Intrado's practices for collecting, using, and disclosing data or personal information provided in connection with the Service.

Intrado may use information provided in connection with the Service to create or derive aggregated, anonymized, or de-identified data. This data will be transformed so that it cannot reasonably be used to identify, relate to, or be associated with an individual. Intrado will not attempt to re-identify anonymized data or associate it with a specific individual.

De-identified data is not personal or confidential information and will be Intrado intellectual property. Intrado may use information from the Service, including de-identified data, for reasonable business purposes such as operating and improving the Service, developing new services and features, and performing benchmarking, analytics, and reporting. These activities may include the use of machine learning, modeling, or other technologies.

Plain-language summary: Intrado may use properly aggregated, anonymized, or de-identified Service data to operate and improve its products, but will not attempt to identify individuals from that data. The Intrado Global Privacy Statement remains the governing privacy document.

Appendix A

VIPER Answer Typical Implementation Schedule

Assumptions

- The typical implementation schedule is approximately 52-75 business days after order receipt for a single PSAP deploying a base package with two or three standard non-emergency call use cases.
- The instantiation-to-cutover schedule assumes configuration of up to three predefined non-emergency call protocols, with basic PSAP-specific configurations based on Customer specifications and SOPs.
- Non-standard deployments, Customer-specific customizations, 3rd party integrations (CAD, RMS, etc.), or additional SOPs or use cases may require additional engineering activities and may extend the project schedule of the delivery plan.
- All references to “days” mean “business days.”

Typical Milestones

Phase / Milestone	Typical Duration	Prerequisite	Key Deliverable	Owner	Target Timeline
Project Initiation: Purchase order received	0 days	Purchase order	Order received and project initiation begins	Intrado	Day 0
Requirements and data validation	5 days	Purchase order	Customer use cases, non-emergency call data, SOPs, integrations, and related requirements provided and validated	Intrado/Customer	By Day 7
Project kickoff	1 day	Purchase order and requirements validation received	Internal project kickoff completed	Intrado	Day 10
Customer kickoff call	1-10 day	Project kickoff	Preliminary scope confirmed; readiness, network, cloud connectivity, SIP licensing, and DIDs reviewed	Intrado / Customer	Day 11-20
Trial instance creation	1 day	Requirements survey available	Customer PSAP AI Agent URL and login credentials available	Intrado	Day 12-21
Initial Customer provisioning	1–5 days	Customer organization created and users identified	Standard SOP configuration completed with Customer	Intrado	Days 13–26
Solution staging	5 days	Requirements survey completed	Solution staged for Customer validation	Intrado	Days 18–31
Customer readiness and project recommendations	4-12 days	Project scoping completed	Required project recommendations confirmed complete	Intrado / Customer	Days 22-43
- Network readiness		Customer network available	Network connectivity confirmed	Intrado / Customer	Days
- SIP interface readiness		SIP requirements confirmed	SIP proxy handoff, Customer licensing, and DIDs available	Intrado / Customer	
- Cloud connectivity, if not already available		Required circuit available	Circuit readiness and connectivity requirements confirmed	Intrado/Customer	
- SMS connectivity, if required		Requirements confirmed	SMS connectivity prepared	Intrado / Customer	

Phase / Milestone	Typical Duration	Prerequisite	Key Deliverable	Owner	Target Timeline
Staging environment deployment	1 day	Pre-deployment verification complete	Customer use cases available and validated in the staging environment	Intrado / Customer	Days 23-44
Training	1 day	Staging deployment complete	Administrative personnel trained	Intrado/Customer	Days 24-45
Pre-UAT validation	3 days	Staging deployment complete	Pre-UAT and user-experience validation completed	Intrado / Customer	Days 27-48
Production deployment	3–5 days	Pre-production verification complete	Production ramp-up completed, which may include partial call diversion by SOP, time, or defined conditions	Intrado / Customer	Days 30-53
User Acceptance Testing	10 days	Production deployment complete	End-to-end UAT completed and accepted	Intrado / Customer	Days 40-63
Cutover	1 day	UAT accepted and training complete	Customer begins processing calls through VIPER Answer	Intrado / Customer	Days 41-64
Post-cutover monitoring	10 days	Cutover complete	Proactive Service monitoring by the support team	Intrado	Days 51-74
Project closure	1 day	Cutover and documentation complete	Notice of Completion provided to Customer	Intrado	Days –52-75

** Cloud connectivity applies if it is not already in place. External integrations apply only when required.*

Note: *If the VIPER Answer deployment is part of an existing VIPER project, the VIPER Answer activities will be tracked as part of the larger VIPER project.*

Appendix B

Service Level Agreement for VIPER Answer

Intrado will use commercially reasonable efforts to make the VIPER Answer available with a System Availability of at least 99.9% during any calendar month.

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 non-emergency call. 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.

Support and Response for VIPER Answer, the Non-Emergency Call AI Agent Service

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 Non-Emergency Call AI Agent service due to either a failure in the 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 Non-Emergency Call AI Agent service 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.

- 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.