TXT29-1-1® Third Party T-ESRP-UA Service Guide

Version 2026.10.12

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1. Introduction

ALL TERMS DESCRIBING THE SERVICE ARE SUBJECT TO THE LIMITATIONS, DISCLAIMERS AND ROLES AND RESPONSIBILITIES HEREIN.

This service guide describes Intrado's TXT29-1-1 Third Party T-ESRP-UA service ("Service").

Third Party Terminating ESRP UA ("T-ESRP") provides non-Intrado Call Handling ("CPE") solutions to provide an integrated Call Handling solution that supports a Public Safety Answering Point ("PSAP") the ability to receive and respond to an emergency service request using an SMS text.

Service is a solution offering emergency delivery of SMS over an Internet Protocol ("IP") network to an ATIS J-STD-110 Compliant PSAP. Emergency text messages, initiated from text capable devices properly provisioned on a text enabled wireless service provider network, within the PSAP jurisdiction, are routed to the PSAP using text initiator cell sector location, where it can be processed by the emergency call handling system.

Intrado's Service enables third party CPE provider ("Customer") call taker/PSAP ("End-User") to receive and respond to an emergency service request using an SMS text message. Service provides a messaging gateway and required routing services for delivery of emergency service requests sent via SMS text message to 9-1-1 to the CAD user interface.

Supporting Service is Internet Transport Services ("ITS") or Intrado's A9-1-1 Routing Service for Text delivery to End-User. ITS provides managed edge devices and a secure VPN over Customer provided Internet between the PSAP and the Intrado Data Center to support Service. Similarly, the Intrado A9-1-1 Routing Service can be used to establish equivalent connectivity.

2. Service Overview

2.1. TXT29-1-1 Service Solution Description for Third Party T-ESRP

Intrado's Text Control Center ("TCC") interface enables a provider of call processing equipment ("CPE") (Customer) to provide Service for End-User to receive and respond to an emergency service request using an SMS text message. Service provides a messaging gateway and required routing services for emergency service requests sent via SMS text message to 9-1-1.

Customer is responsible for the development and support of a T-ESRP UA to accept a J-STD-110 compliant text service. Customer is responsible for the integration of the TXT29-1-1 Service into the T-ESRP user interface provided to Customer.

Customer may obtain Service direct from Intrado. Intrado will work with Customer to support the deployment of Service.

Upon receipt of a new SMS message, a session is established between the TCC and an Intrado certified compliant Customer T-ESRP that there is a new text message.

Subject to limitations and conditions herein, including Customer obligations and responsibilities, Service enables the T-ESRP with the following features:

- Alert to call taker that an emergency text message has arrived
- Ability to accept, complete, and place in queue any incoming text messages
- Ability to display the Request Initiator location as an in-band message
- Log retention of text dialogues
- Implementation services, Training, and Customer Technical Support

Only text messages where Customer Initiator's location appears to fall within Customer's defined text enabled PSAP boundaries will be routed into the PSAP message queue.

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2.1.1. TXT29-1-1 Daily Operational Support and Escalation Procedures

Intrado will provide daily operational support to the extent outlined in the service order for Customer. Intrado will provide appropriate contact information to Customer. Intrado is dependent on Customer or Customer to provide timely and accurate information to resolve problems. Failure of providing timely and accurate information to Intrado will impair the ability to resolve escalated incidents.

2.1.2. Subpoena Compliance

Intrado will reasonably comply with requests made by Customer for specific subpoena-related audit record data. Intrado can accommodate most requests within five business days, provided that the request contains the full call back number (wireless text call), PSAP name, and a specific date and time. Requests for data that are vague or require extensive research will not be processed until additional detail is provided by Customer.

Requests that require extensive research will be subject to additional charge.

2.1.3. System Audit Records

Intrado will store system audit logs for the Intrado systems involved in 9-1-1 text processing. For example:

- Text Service Transcripts

Intrado stores system audit logs for minimum one year. Intrado can provide pricing for data recovery past the service order term, on request.

2.2. Service Features

2.2.1. Internal Transfer

TCC now supports a variety of “in-band” commands that can be sent by the PSAP to invoke certain feature-specific actions on the TCC. Transfer is initiated utilizing the #T command.

- Allows 2 PSAPs to correspond privately utilizing the #P command
- Conference in another PSAP
- Transfer text dialog to another PSAP
- Upon a PSAP transfer the LAST known location is forwarded, in the initial message.
- Airbus Vesta CPE PSAPs utilize their own transfer ability and not this in-band TCC command. Their internal transfer ability is developed within their own software.

2.2.2. External Transfer

External PSAP transfer extends the existing transfer function utilizing the same #T command to prompt a transfer.

- External PSAP transfer allows for transfer of TXT29-1-1 dialogs to PSAPs using a different TXT29-1-1 TCC provider, other than Intrado.
- In order to utilize the external transfer function the PSAP must be Intrado text enabled.
- The PSAP receiving the transfer does not need to be Intrado text enabled.
- External transfer operates like the internal Intrado PSAP transfer functionality.
- Upon text enablement with Intrado, key words will be established for selected PSAPs to support transfer.
- Upon text enablement with Intrado, settings can be configured to allow for multiple transfers of a text dialog, allowing for an unlimited amount. The default setting for multiple transfers is 10.

2.2.3. Back-up/Failover

Back-up/Failover allows for a PSAP to designate an alternate PSAP to receive its TXT29-1-1 messages if the PSAP does not answer a text within 30 seconds. This is an optional service.

- Designation of a primary and secondary PSAP

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- Messages continue to try the primary
- Route to secondary after 30 seconds if no answer (this is a universal setting, non-configurable)

2.2.4. Location Update

TCC allows the special command, called the “locate command”, to obtain updated location information of an emergency texter. Specific keywords provide the PSAP call taker with the ability to request a location update for an active dialog.

- #L is the command used by the PSAP call taker.
- Upon a PSAP transfer, the LAST known location is forwarded in the initial message.

2.2.5. Media Delivery Configurable by Carrier & PSAP

Media and media notifications are available to PSAPs that opt-in for receipt. The PSAP will opt-in or out at the time of requesting service. A project is underway to address the PSAPs that are already text enabled that want to establish MMS delivery in the below outlined method.

How it works:

- PSAPs pre-configure three email addresses where TCC will auto-send media files. This removes the need for PSAPs to call Intrado to retrieve their media files.
- PSAPs can have the ability to choose whether they would like to receive MMS files or not. The default, upon deployment, is set to not send MMS. If the PSAP chooses to shut MMS off after opting in, they need to put in a ticket with the help desk for Mobility Sys Admin.
- If the PSAP call taker does not have immediate access to the pre-configured mailbox(es) receiving the media files, an in-band command can be initiated to have the media sent immediately to an email of its designation ex. #email Janedoe@psap.com. The PSAP policy will dictate if the call takers utilize this command.
- A PSAP will be able to transfer media files to another PSAP. Example- If PSAP A initiates a transfer to PSAP B as long as PSAP B elects to receive media, the files are transferred. If PSAP B has opted out of receiving media files, they will remain logged at PSAP A.
- Group MMS messaging is not available. Example: The texting party is having a heart attack and text messages 9-1-1 and their spouse. The message will go through to 9-1-1. It is the responsibility of texting application provided by the carrier to manage this situation, NOT TCC.
- MMS size limitations are based on what the carrier can accept. The default is set to 5MB which is the largest carrier requirement encountered to date. If this increases in the future, we can scale to the increased limits required by the carrier.
- If a carrier does not deliver MMS to a PSAPs jurisdiction that PSAP cannot accept MMS from that carrier.
- MMS plain text is delivered to the PSAP in its original state uninterrupted. If non-text MMS media is received and the PSAP is not prepared or has not opted in to receive MMS, the non-text media is not sent to the PSAP and a message is sent to the texting party informing them that the image, video, audio, etc. was not delivered to the PSAP.

2.2.6. Configurable Timeout Timer

The TCC has a configurable timer that will terminate the text dialog after a period of inactivity. The default time value is 120 minutes. The timer can be applied on a per PSAP basis. When the activity timer triggers, the TCC sends a canned message to the texter informing them that the session has timed-out.

2.3. Data Transport

2.3.1. A9-1-1 Service for Text Delivery

Customer utilizing Intrado’s A9-1-1 Routing Service can leverage its existing transport to facilitate Service delivery to the PSAP. The point of demarcation for Customer A9-1-1 service connectivity is the same as described in the diagrams provided below.

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2.3.2. ITS Overview

Supporting Service is ITS or Intrado's A9-1-1 Routing Service for Text delivery to Customer. ITS monitors Service over managed edge devices and a secure VPN through a Customer provided Internet connection between Customer and the Intrado Data Center.

ITS routers are deployed in either single-router or dual-router architecture. Each ITS router is dual-homed to geographically-redundant POPs within the Intrado ESInet. All application connectivity will traverse a device with border-control functionality ("BCF") to reach elements within the Intrado ESInet such as the TCC for delivery of Intrado's Integrated Service as shown in Figure 1.

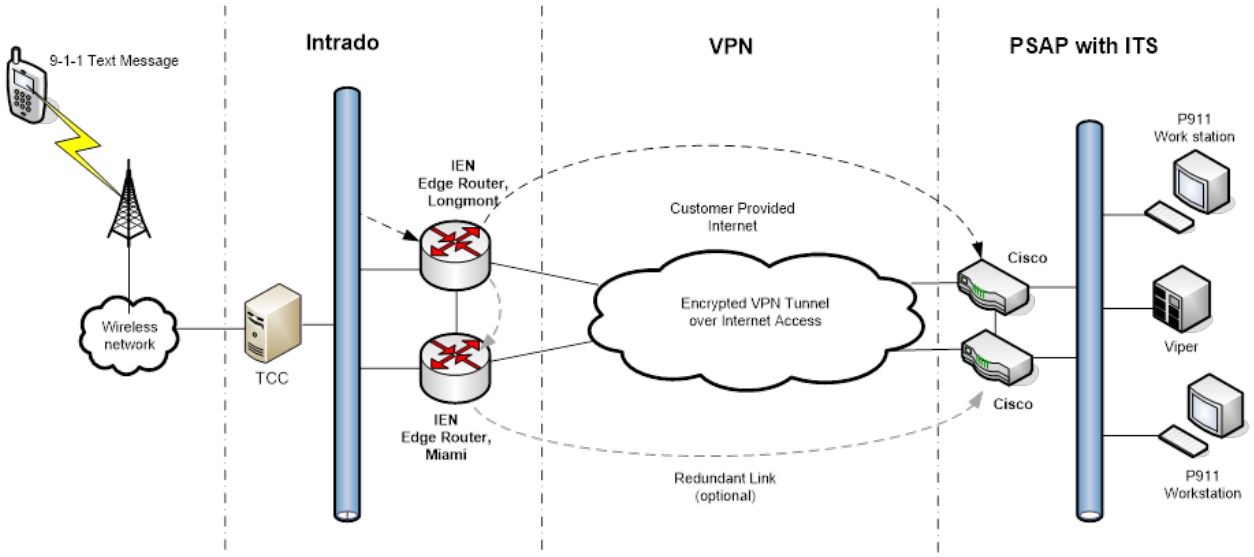

Figure 1: TXT29-1-1: Third Party T-ESRP High Level Diagram

ITS is deployed in one of three configurations:

a. Host-Remote/Multi-node/ESInet
b. Standalone PSAP with shared use public IP connection (non-Isolated)
c. Standalone PSAP with dedicated public IP connection (Isolated)

2.3.3. Service Use Cases

The only supported use case for ITS is the Intrado Service.

2.3.4. Host-Remote/Multi-node/ESInet Requirements

The Host-Remote/Multi-node/ESInet architecture is suited for PSAPs or host sites which are part of larger deployments (host/remote, multi-node, etc.). Use this option when ITS routers will be deployed at multiple sites within Customer's PSAP network/ESInet and dynamic cross-site failover is required. This design requires Customer to purchase routers/firewalls if they do not have them already (they should have them if they are running a host/remote or multi-node setup). This option also meets i3 best practices (assuming Customer-managed router/firewall serves as a BCF device).

In this design, routing between ITS routers and Customer-managed routers/firewalls is dynamic (to support cross-site failover).

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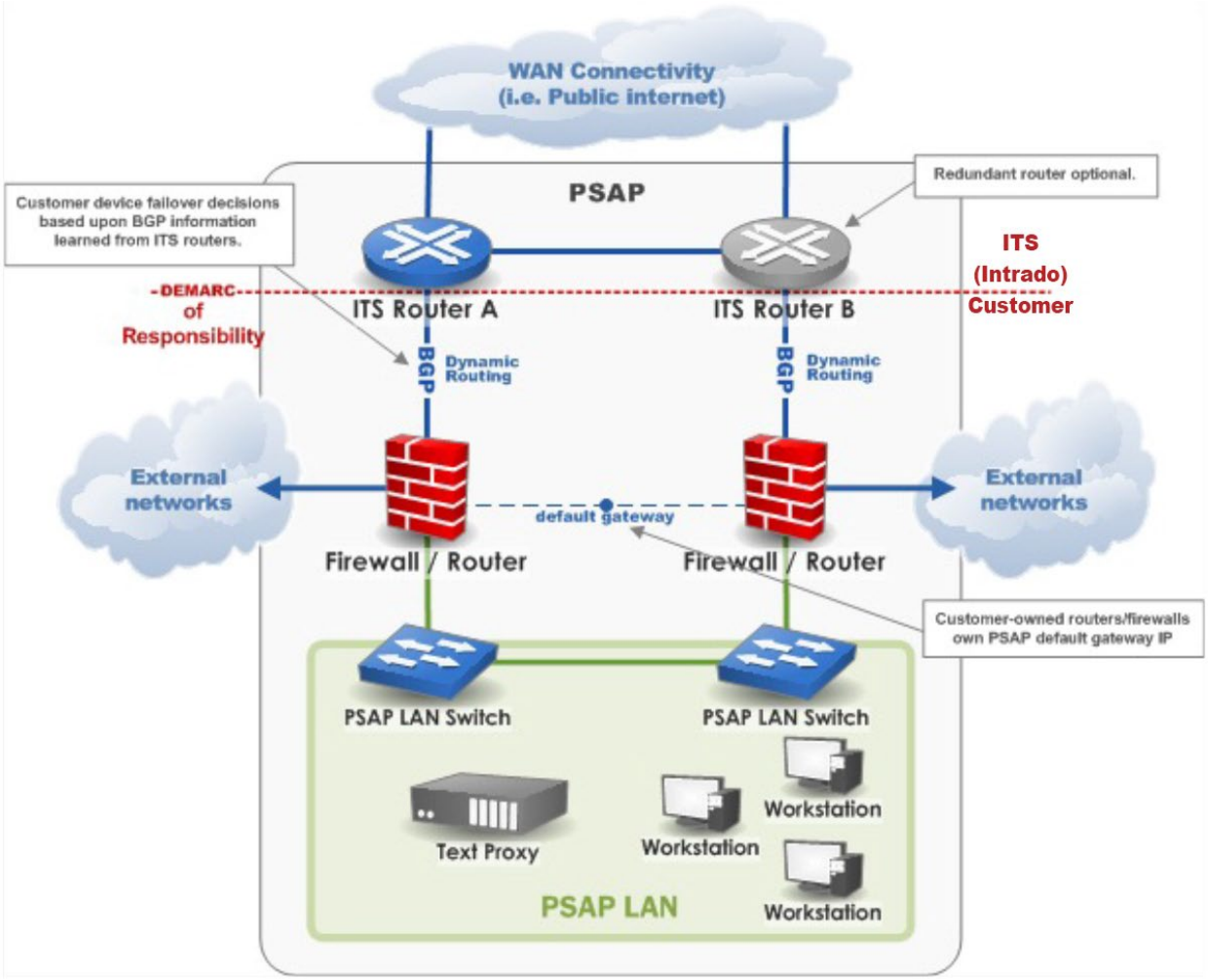

Figure 2: Host-Remote/Multi-node/ESInet Architecture

2.3.4.1. Host-Remote/Multi-node/ESInet PSAP Requirements

- Site is part of a host/remote or multi-node deployment.
- Customer must maintain routers & firewalls to interconnect with ITS routers.
- Customer router/firewalls must support the BGP routing protocol.
- Customer router/firewalls must have one free port per ITS router.
- Uplinks to ITS routers must be Ethernet patch cables.
- Uplinks to ITS routers must be set to 100Mb/full-duplex.

2.3.5. Standalone non-Isolated PSAP

The standalone non-isolated PSAP architecture is suited for simple standalone PSAPs that currently have or will require connectivity to other (non-Intrado) networks. In this design, ITS routers connect to Customer-managed routers or firewalls to reach the PSAP LAN. This option also meets i3 best practices (assuming Customer-managed router/firewall serves as a BCF device). This design requires that Customer purchase routers/firewalls if they do not have them already (they should have them if they are routing to external networks).

In this design, routing between ITS routers and Customer-managed routers/firewalls is static.

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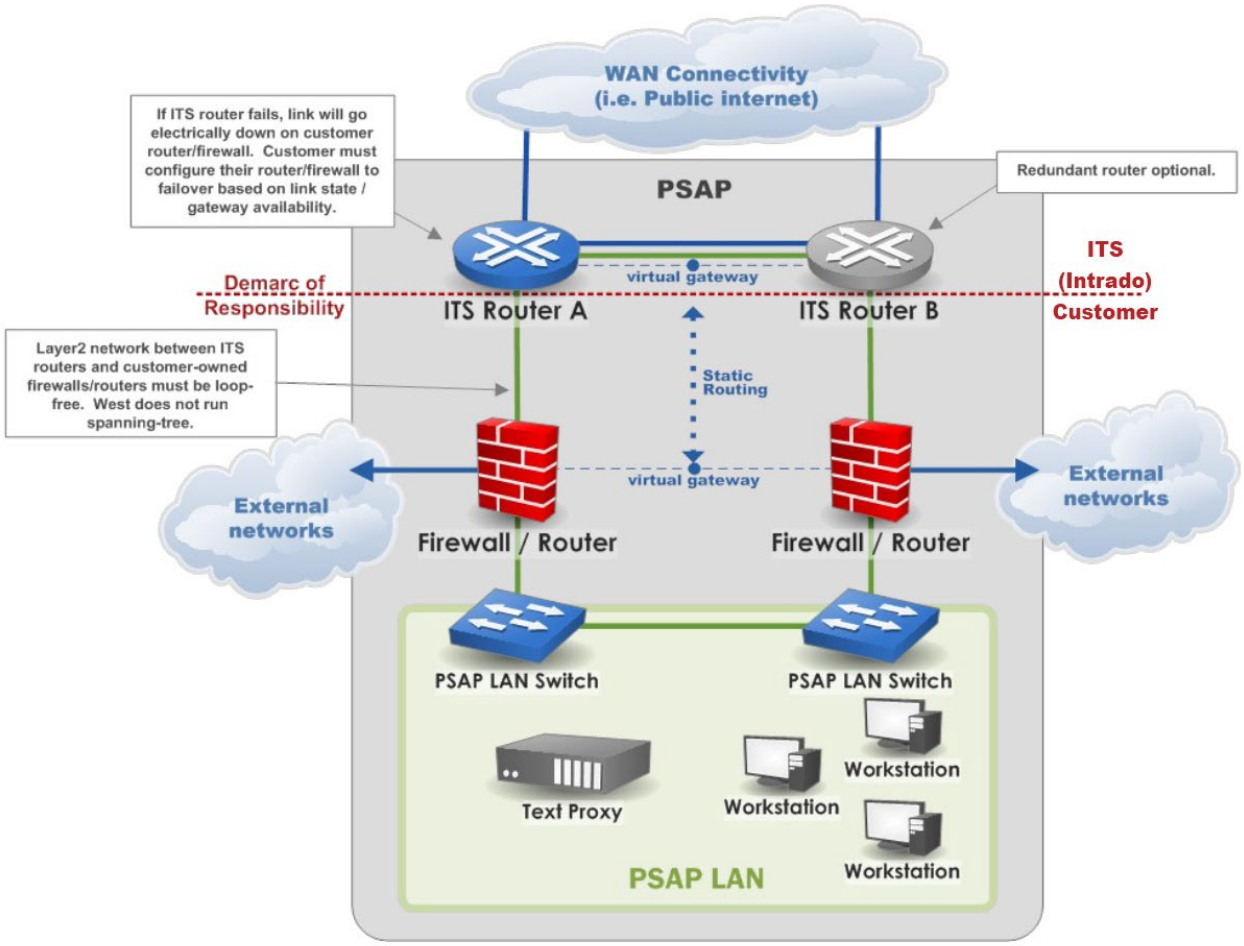

Figure 3: Standalone non-Isolated PSAP ITS Architecture

2.3.5.1. Standalone non-Isolated PSAP Requirements

- PSAP is not part of a host/remote or multi-node deployment.
- Customer must maintain routers & firewalls to interconnect with ITS routers.
- If Customer routers/firewalls are redundant, they must be clustered/stacked, or use a first-hop reachability protocol such as HSRP/VRRP.
- Customer router/firewalls must have one free port per ITS router.
- Uplinks to ITS routers must be Ethernet patch cables.
- Uplinks to ITS routers must be set to 100Mb/full-duplex.

2.3.6. Standalone Isolated PSAP

In a standalone isolated PSAP configuration, the ITS router takes over the PSAP LAN gateway, which makes this option the fastest and least complex to implement. However, it requires that the existing PSAP LAN has no routing whatsoever to external networks. This option does not use a BCF between Customer network and ITS routers. If Customer requirements call for a BCF, either the standalone non-isolated PSAP or the Host-Remote/Multi-node/ESInet architecture solution must be provided.

Figure 4 illustrates the LAN connectivity model for standalone PSAPs that do not have external network connectivity.

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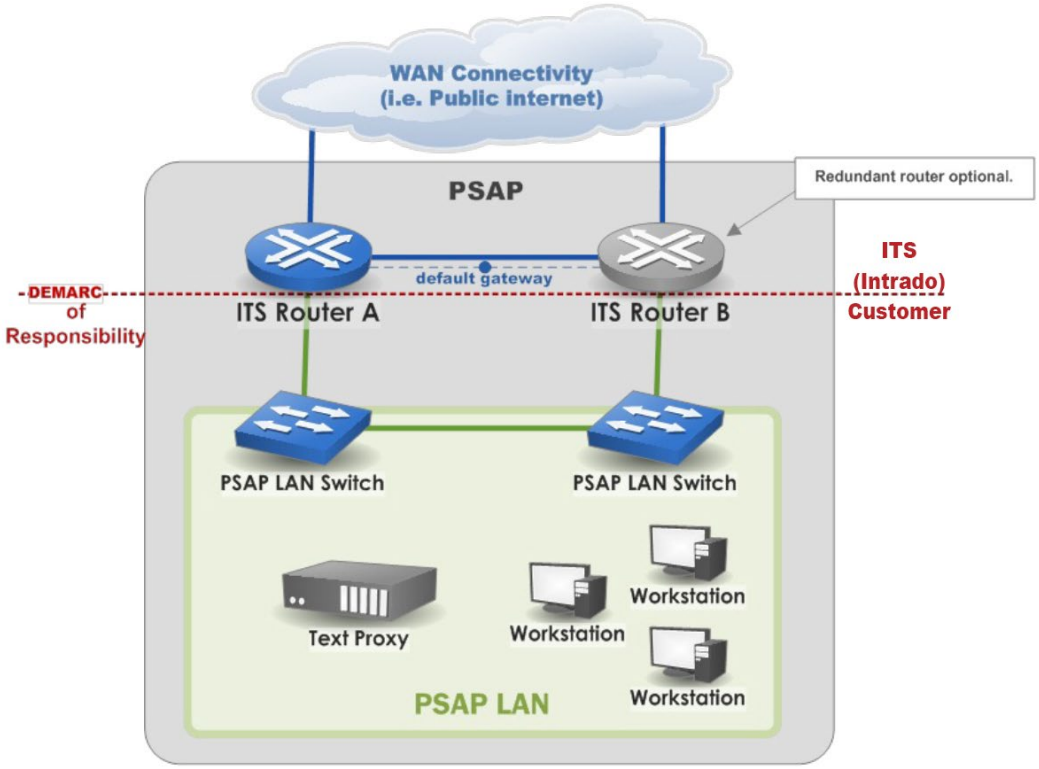

Figure 4: Standalone Isolated PSAP ITS Architecture

2.3.6.1. Standalone Isolated PSAP Requirements

- PSAP must be completely isolated from other IP networks, and is not part of a host/remote or multi-node deployment.
- ITS routers will take over the PSAP LAN default gateway IP.
- PSAP LAN switches must have one free port per ITS router.
- Uplinks to ITS routers must be Ethernet crossover cables.
- Uplinks to ITS routers must be set to 100Mb/full-duplex.

2.4. Customer Provided Public Internet

Customer provided public Internet access is required for establishment of VPN transport from the Intrado Data Center to the PSAP. The public Internet bandwidth will be dependent upon the agreements established by the PSAP and its Internet Service Provider ("ISP").

Although the actual bandwidth usage for the TXT29-1-1 application is very small, it is recommended to provide a 3Mbps connection to ensure traffic congestion does not provide a slow Internet experience.

The Intrado text router(s), A9-1-1 Routing or ITS, at Customer's site(s) will need to establish encrypted communication channels to multiple Intrado data centers. In scenarios where an Intrado text router resides behind a Customer firewall to reach the Internet, it may be necessary for Customer to add rules to Customer firewall to permit this communication.

Outbound communication to the following IP addresses must be allowed:

- 64.58.49.24
- 64.58.49.25
- 64.58.49.26

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- 64.58.51.56
- 64.58.51.57

Specifically, the Intrado text router(s) will attempt to communicate with the above IP addresses over the following protocols and ports:

- UDP 500
- UDP 4500
- IP Protocol 50 for ESP
- ICMP

In addition to the firewall requirements, Customer must provide an RJ45 Internet handoff that will be connected to the Internet interface on the Intrado text router(s). This interface will be configured with a port speed of auto and a duplex setting of auto. By default this interface will be configured as a DHCP interface, but can have its IP address statically configured assuming Customer provides the appropriate IP information.

For multi-router deployments, it is mandatory that the two Intrado text routers have separate Internet connections. Should both routers NAT to the same public IP, only one will establish connectivity to Intrado.

2.5. TXT29-1-1 Failover Protection

Failover protection for TXT29-1-1 is provided for solutions that purchase a second (redundant) ITS. With a redundant ITS there are two forms of failover support for Service-ITS failover (network layer), TXT29-1-1 alternate routing (application layer).

Network Layer Failover: For standalone non-isolated PSAPs, ITS failover is accomplished via link state/gateway availability failure detection by the ITS's firewall/router. For host-remote/multi-node/ESInet architectures failover is accomplished via BGP routing. In both cases failover is accomplished in the matter of a few seconds.

Application Layer Failover: In cases where the routing to the primary PSAP TXT29-1-1 Serving Area User Agent ("SAUA") has failed, the TXT29-1-1 TCC can be configured to route to an alternate SAUA. The alternate SAUA must be a separate physical facility and have its own primary NENA PSAP ID (FCC 9-1-1 Master Registry). This failover capability only exists for host-remote/multi-node/ESInet solutions where the primary and secondary PSAPs each have its own primary PSAP NENA IDs. This failover occurs 30 seconds after the Intrado TCC fails to connect to the primary SAUA. Establishment of the alternate SAUA is associated with the provision of Service.

3. Severity Levels

Intrado will address all service issues, whether identified by Intrado or by Customer, according to the Intrado-confirmed Severity Level. Severity Levels determine the appropriate contact procedure and the actions that will be taken by Intrado for initial notification time, status update time, and incident management.

Following are service disruption definitions and procedures for each Severity Level and the response time goals for each Severity Level.

3.1. Severity Level 1

Severity Level 1 is only covers Voice and ALI delivery. This severity level does not apply to this Service.

3.2. Severity Level 2

Intrado systems supporting Service are completely inoperative or severely impacted, resulting in complete loss in delivery of Service.

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Resolution Procedure: Intrado will apply immediate and sustained effort until a resolution is in place. If a resolution cannot be readily identified, Intrado will initiate internal escalation procedures to assure resources are appropriately assigned for problem resolution efforts.

3.3. Severity Level 3

Intrado systems supporting Service are impaired, where major functions are operative but functioning at limited capacity or critical elements are no longer redundant.

Resolution Procedure: Intrado will correct Service disruption or provide a procedure for the PSAP to bypass or work around such disruption in order to continue operations if possible. If a bypass procedure is utilized, Intrado will provide PSAP with an action plan for the development of the final resolution, and Intrado will continue resolution activity until full service is restored to PSAP.

3.4. Severity Level 4

Intrado systems supporting Service are impaired and some functions are not operating, but those functions are not mandatory or critical to 9-1-1 text delivery or are considered minor or cosmetic and have only a minor impact on usability.

Resolution Procedure: Intrado will address via standard maintenance procedures during Intrado normal business hours. If a software fix is required, Intrado will provide a fix during the next scheduled software release.

4. Responsibility Matrix

The following matrix outlines the typical responsibilities of each party for the implementation and ongoing provision of 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's ability to provide Service.

Task	Responsibility
Project Implementation	
Project Management	Intrado/Customer
Develop Intrado Methods and Procedures	Intrado
PSAP Facilities	Customer
PSAP Facility Site Preparation (floor space, power, etc.)	Customer
PSAP Data Collection	Customer/Intrado
Text Routing Cell Sector Data	Intrado
Non-Intrado PSAP Equipment Note: This may be legacy equipment or new equipment purchased under another Customer agreement and or non-Intrado PSAP equipment, such as CAD system, voice recording equipment, and radio system; if applicable	Customer
End to End Testing of Service Prior to Production	Intrado/Customer
Production Turn-up of Service	Intrado/Customer
Ongoing Responsibilities	
TCC Log Storage and Backups	Intrado
TCC Network Maintenance	Intrado

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Task	Responsibility
TCC Network Monitoring	Intrado
ITS Network and System Maintenance	Intrado
Data Transport	Intrado/Customer
Public Internet Service Maintenance (where applicable)	Customer
Text Application Upgrades	Customer
Text Log Storage and Backups	Intrado
Maintain Intrado Methods and Procedures	Intrado
Problem Reporting, Triage and Resolution	Intrado/Customer

Table 1: Responsibility Matrix

4.1. Intrado Responsibilities

Intrado will provide and maintain geographically redundant TCC systems.

Intrado will interconnect with Wireless Carrier SMS hubs to route SMS generated by the participating Wireless Carrier subscribers to Customer PSAP. Only 9-1-1 text traffic originating from the participating Wireless Carrier subscribers will be routed to Customer(s).

Intrado will monitor and alarm the Intrado Network to proactively detect any hardware application failures.

To the extent available, Intrado will perform monitoring of communications between the T-ESRP and the Intrado Network.

When Intrado detects a service affecting event, or upon request by Customer, Intrado will perform troubleshooting for issues that are within the direct control of Intrado for IP connectivity to the SMS hub provider. Intrado will contact the SMS hub provider, as necessary, for support issues related to SMS hub network.

4.2. Customer Responsibilities

4.2.1. Graphical User Interface

Customer will provide a GUI that meets the requirements of a terminating ESRP UA to accept a J-STD-110 compliant text service, which has been tested and certified compliant by Intrado. Customer will ensure that Customer Graphical User Interface ("GUI") is text ready by ensuring Customer's software is at the correct release level to support text.

4.2.2. Customer Program Support

Customer designates operations contact to act as Customer's project lead for this agreement. Customer's project lead works with the Intrado program manager to:

- Assist with the coordination of Intrado and Customer technical resources
- Coordinate Customer technical resources for planning and design and requirements definition
- Report and verify problems related to Service
- Facilitate ongoing communications with Intrado

4.2.3. Additional Customer Responsibilities

Customer will provide personnel to participate and help execute the end-to-end system acceptance test plan. Customer participation includes providing End-Users to receive and process test text messages at pre-scheduled timeframes.

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Customer will ensure that the workstations have been upgraded to current versions of software supporting the required T-ESRP functionality.

Customer will provide Internet access conforming to minimum requirements as specified in Section 2.4 above.

Customer will provide rack space for the Intrado communications equipment (routers/switches and remote power/console servers) in Customer's equipment room within 100 feet of the communications demarcation point. The Intrado communications equipment requires one rack unit slot per router and will come with brackets to support installation in a standard 19-inch equipment rack. Customer will ensure the equipment rack that houses the Intrado communications equipment is adequately grounded and anchored (to the floor, ceiling or adjacent racks). Customer will also provide commercially reasonable physical security for Intrado provided communications equipment. Intrado recommends that Customer-provided rack space be in a location that receives limited building traffic. Customer will also provide an AC power feed (110v/1.5A) for the Intrado communication equipment.

5. 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, if not already commenced, 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.

6. Service Limitations and Disclaimers

The following service limitations and disclaimers apply:

- Service cannot be enabled until Customer has modified its network to route to the Intrado TCC.
- Intrado interconnects with third party TCC's, however the performance of the third party CPE is not the responsibility of Intrado.
- Intrado's responsibility for text message routing and processing begins when text messages have been delivered to the Intrado TCC and is limited to the routing and delivery of text messages from Intrado to the identified demarcation point. Intrado is not responsible for the delivery or timing of SMS Request for Assistance text messages through the carrier networks.
- Network failures could result in Service being temporarily unavailable. Due to the SMS network and/or wireless carrier servers, new and in-process text dialogues could be delayed or lost.
- User interface will not bid the ALI system nor receive an ALI response for text messages. No ALI-like data will be provided for text messages.
- Service is an emerging technology and is not a replacement for established landline and wireless 9-1-1 services. Service relies on industry SMS infrastructure which is not built to public safety standards, and may include increased latency and the potential for dropped messages.
- Service requires that mobile phones must be text-enabled and be capable of sending properly formatted text messages.

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- Intrado has no control over the truncating and sequence delivery of SMS messages.
- Intrado has no control over the character count limitations per device and/or carrier network.
- Intrado has no control or authority to mandate the content of bounce back messages.
- Intrado has no control of routing messages that do not come to the Intrado TCC.
- Intrado has no control over improper routing of SMS messages from third party TCC providers.
- Intrado Outage Notification is limited to Intrado systems and will not include carrier network specific information.
- Customers with A9-1-1 Routing Service must use that solution for TXT29-1-1 transport.
- Conference, simultaneous chat with more than two people, and administrative monitoring functionalities are the responsibility of Customer. Customer must acquire the Intrado Service from Intrado or one of Intrado's authorized text service providers.
- ITS is not an option to support voice 911 calls or ALI services.
- Intrado's responsibility for service performance is limited to its equipment and Intrado-provided network.
- Customer understands and accepts that the overall service availability of Customer provided Internet path will be impacted by the reliability of the Internet connection provided by Customer. Customer takes sole responsibility to restore the Internet connection with its selected ISP.
- Equipment charges will be assessed upon validation of service delivery at the demark point, as documented by Intrado and witnessed by a Customer representative.
- Solutions where the TXT29-1-1 solution requires transport to remote PSAPs will require use of Customer WAN solution connecting the PSAPs. Unless provided by Intrado, Customer understands and accepts that the overall service availability impacted by outages on the PSAP WAN. Unless provided by Intrado, Customer takes sole responsibility to restore the Internet connectivity between its geographically dispersed locations.
- After installation of ITS circuit Customer has three days to acknowledge acceptance of Service or acceptance will be assumed and monthly billing for the ITS will commence.
- Intrado has no responsibility for functional aspects, GUI, etc. and timing of availability.
- Intrado is not responsible for any third party services or software charges.
- Customer/Customer to notify Intrado when the Intrado certified compliant CPE is ready to accept text so that implementation can be scheduled.
- A transfer initiated must be initiated from a PSAP using the Intrado TCC. However the transfer can be destined for a non-Intrado TCC PSAP.
- Transfers delivery may be limited to the primary PSAP designated within a circle shape file. The shape file is determined by the PSAPs TCC provider.
- Airbus Vesta CPE PSAPs can use the external transfer capability.
- Backup/Failover is an optional feature.
- Backup/Failover feature will allow auto failover to the designated secondary PSAP after 30 seconds of the text not being answered at the primary PSAP.
- Intrado is limited to providing updated location information based on what is provided from the carriers commercial location servers.
- Intrado is not responsible for the delivery of MMS to the TCC.
- Intrado will only email the MMS to the pre-configured email addresses provided by the PSAP.
- MMS will only be delivered to a PSAP that requests MMS delivery.
- Changes at the PSAP that require modifications to the TXT29-1-1 Service may be subject to applicable professional service fees. These PSAP changes include circuit migrations, equipment upgrades, configuration changes, or any modification requiring testing or project management service.

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Appendix A

Implementation Schedule

Milestone	Duration	Deliverable	Owner
Initiation Phase	**35 days**		
Order Received/Processed.	15 days	Purchase Order.	Customer
Project Intake.	3 days	Data Collections Form.	Intrado
Kickoff Call.	10 days	Meeting invite.	Intrado/Customer
Return Data Collections.	7 days	Completed Data Collections	Customer
Production Phase	**60 days**		
Install Router.	15 days	Installed Router.	Customer
Intrado Configurations.	30 days	System configurations.	Intrado
Configure CPE.	15 days	CPE Configurations.	Customer
Testing Phase	**37 days**		
Schedule ORT testing.	30 days	Meeting invite.	Intrado
ORT Testing	7 days	Completed ORT plan.	Intrado/Customer
Cutover Phase	**31 days**		
Schedule cutover event.	30 days	Meeting invite.	Intrado
Complete Validations.	1 day	Completed cutover test plan.	Intrado/Customer
Post Deployment Phase	**8 days**		
Soak	7 days	N/A	Intrado
Final Acceptance	1 day	Text ready notice.	Intrado

- This schedule reflects a standard deployment of 171 days following Order Effective Date. Additional steps or requirements may be needed for non-standard deployments or unique circumstances.
- All references to “days” are to business days.

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