Hosted VIPER® as a Service Service Guide

Version 2026.11.19

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INTRADO

1. Introduction

This Service Guide describes the Intrado Hosted VIPER as a Service (VaaS) service offering (the "Service") as provided to customers (the "Customer") in a hosted configuration managed by Intrado. The Service provides a Next Generation 9-1-1 call handling solution as a hosted and managed service. Key functionality includes:

- Intrado Hosted VIPER connected to Customer's Next Generation 911 service provider.
- Power 911® call handling application and workstations installed at each Customer PSAP.
- Specified hardware and professional services to install and maintain the Service.

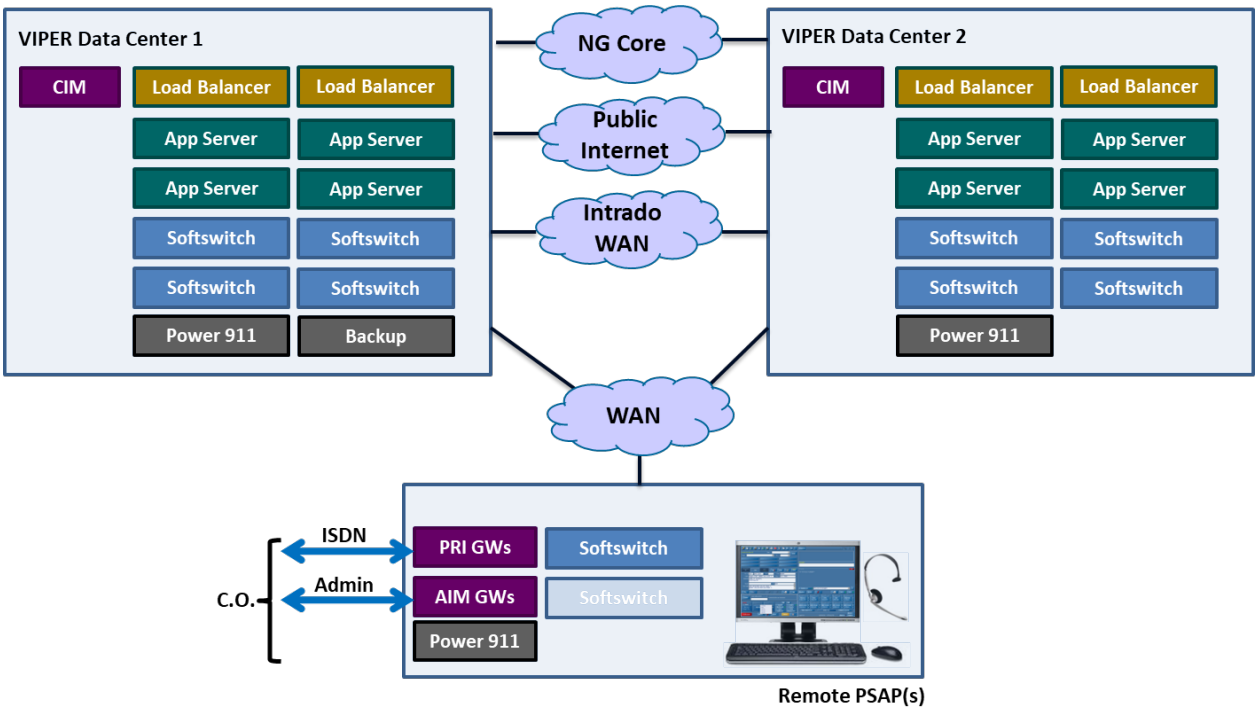


Figure 1: Hosted service deployment overview.

2. Service Description

The Service delivers a hosted call handling system as a service. Emergency 9-1-1 calls are delivered by the Customer-provided Next Generation 911 (NG 911) service provider to the Intrado platforms where call processing and call reporting functions are provided. The Service currently supports Intrado A911 and AT&T ESInet as NG 911 providers. Support of additional NG 911 providers will be evaluated on a case-by-case basis.

Call handling positions are deployed to Customer PSAPs where telecommunicators can answer incoming calls and fulfill call handling functions. The Service provides telecommunicator position hardware as well as the required PSAP hardware to provide local PSAP LAN connectivity of call handling components and to interface with 3rd party CAD systems and recording systems.

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2.1. Included Features

The Service includes the following features:

- Next Generation 9-1-1 call handling
- A NENA i3 standards-compliant Terminating ESRP (T-ESRP)
- Installation and configuration services
- User and admin training
- PSAP hardware kit that includes:
    - routers, switches, and cabling for LAN connectivity of call handling components.
    - backroom hardware servers for CAD out and CDR output functions
- Remote monitoring and 24x7 support services
- Remote support with four-hour on-site response time

2.2. PSAP to Data Center Connectivity

A network connection between the PSAP and the Intrado network is required. This connectivity is not part of the service and must be provided by the PSAP. This connectivity is used for call delivery, remote monitoring, maintenance, and support of PSAP hardware. Intrado will provide the required bandwidth information for all sites as well as high availability network options.

In the US market, Intrado offers its Managed IP service for connectivity. Please refer to the Intrado Managed IP Service Guide for detailed information on network connection services. I

3. Service Details

The Service provides Power 911 call handling functionality on Intrado hardware that provides agents with on-screen call control of emergency and administrative calls.

Refer to Appendix A for content of each Hosted VaaS bundles: Essentials, Advanced and Premium user licenses.

3.1. User Features

The Service includes the capability of handling legacy location information as well as next generation NENA compliant i3 emergency calls. The following location functionality is available:

- Legacy Environments(*):
    - Receive a voice emergency call via RFAI (SIP).
    - Receive a voice emergency call via CAMA.
    - Query an ALI Database for location.
    - Ability to exchange pseudo-ANI with the wireless call-back number. *Additional recurring fees may apply for the hardware required for the support of legacy environments.
- i3 Delivery Environment:
    - Receive a voice 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 (requires optional feature).
    - Query and display enhanced data information on the PSAP workstation.
    - Exchange call information between PSAPs via EIDO[1].

[1] Requires i3 version 3 compatible NGCS services

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Power 911 supports a highly configurable location display and rebids. In addition to location features, the Service also includes the following user features:

- Computer Telephony Module:
  - On-screen telephony with the Power 911 application as the call taker's phone device.
  - Call control operations are performed using the mouse and keyboard.
  - Visual feedback is provided in the Power 911 graphical user interface.
  - Integrated TTY via Baudot with pre-programmable messages.
  - Configurable greeting announcements that are played when an agent answers a call.

- An Integrated short-term Call Check Recorder:
  - Allows calls to be recorded automatically or on-demand.
  - Agents can play back recently completed calls within a configurable time period.

- Contact Module:
  - Integrated phonebook and contact list.
  - Searchable agency list to manage and contact thousands of agencies.
  - Context-based speed dialing for transfers between positions or agencies.
  - Configurable agent read/write access rights.

- Message Board Module:
  - An integrated inter-workstation text-based messaging capability.
  - Enables instant text messaging between all signed on Power 911 users in a PSAP.

- Lists Module:
  - Provides multiple call lists and queries.
  - Includes active and abandoned calls, instant call queries, and historical calls.

- Utilities
  - Profiles can be configured by workstation, agent, or role (e.g., call taker or dispatcher).
  - Profiles control features and content for each PSAP.
  - Configurable toolbar provides on-click access to certain functions.
  - Configurable button legends to identify a button operation in a more familiar way.
  - Configurable screen layouts.
  - Selection of GUI color themes.

- Multi-lingual support
  - Language selection via drop down menu functions for the GUI text.
  - Support for English, Spanish and French locales.
  - Implemented during initial deployment by an Intrado technician.

3.2. Power 911 Software and Supplemental Equipment

Power 911 allows profiles to be configured by workstation, agent, or role (e.g., call taker or dispatcher) to control features and content. Requested changes will be accomplished by an Intrado technician.

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Intrado will provide the following software and equipment at each PSAP for each Power 911 position, including the following:

- Intrado will provide, install, and maintain Power 911 positions complete with keyboard, mouse, and speakers for each 9-1-1 call-taker position.
- An LCD standard monitor per position-brands as determined by Intrado.
    - A second LCD monitor is provided with the optional SCC solution.
    - Additional monitors, per application, will be supported at Customer request.
    - Touch screen monitors are supported at Customer request.
- A Handset/Headset
    - The PSAP may elect to provide headsets for selected positions. Any headset used on the system must be approved by Intrado for compatibility. A current list of approved headsets is available on request. An updated list should be consulted at time of purchase.
    - Each Power 911 position will be adjusted to the electrical characteristics of a given handset or headset model. As such, in PSAPs where multiple models are used, the PSAP will be responsible for ensuring the handset or headsets are only used at the positions specifically adjusted for those models.

4. Optional Items

The following items are not included as part of the Service but can be purchased separately as optional items.

Some of these items are also available within different bundles, please refer to Appendix A.

4.1. ECATS Reporting

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. Additional detail is available in the ECatS Service Guide at https://www.intrado.com/legal-privacy/terms-conditions/call-handling.

4.2. Additional training

The Service includes training services for administrators and end users. Additional training can be purchased. Optional training services are priced per day for a minimum of one class per day. Available training include:

- Train-the-trainer Services.
- Technical Training Services.

4.3. Automatic Call Distribution (ACD) functionality

The Service comes with ring group functionality.

Additional ACD functionality can be purchased which provides a highly configurable layering of options and features for call distribution within each PSAP and between PSAPs as necessary for backup scenarios. The base Service supports Ring Groups, where calls are sent to all available call handling positions. Optional functionality includes ACD queue, agent priority, line priority, queue recorded announcement, queue wrap-up time, public park, and forced connect.

Additional ACD algorithms are available on an optional basis. The optional ACD algorithms are:

- Longest Idle: Presents next call to the agent least recently called by this queue.
- Fewest Calls: Presents next call to the agent with fewest completed calls from this queue.
- Round Robin: Calls presented to all agents in sequence.

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4.4. Administrator Workstations

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

4.5. TXT29-1-1® Service

Text-to-9-1-1 service supports the reception of emergency incidents via text (SMS) messages. This service is available in the US market for separate purchase.

4.6. Text to 911 Translation

This feature provides translation of text messages directly in the Power 911 messaging conversation panel for a wide variety of languages, with the capability to detect the language of an incoming text message and, if different than the call taker's defined language, then proceed with the translation of that message. Requires that PSAP can receive text-based (MSRP) calls.

4.7. Multimedia Panel

This feature provides integrated multimedia capability directly in the Power 911 position, enabling call-taker initiated video stream, MMS file sharing, initiate chat messaging, and caller location sharing. Video stream can be shared via e-mail or SMS with first responders.

4.8. Voice to text transcription/translation

Real time voice call transcription acts as a closed captioning function that is used by the call-taker to confirm what was said by the caller. Also provides the capability to detect the language of a caller and, if different than the PSAP's defined language, then proceed with a translated text transcription. Includes an easy and quick keyword search capability to identify and list all call transcriptions that include the keyword.

4.9. PowerOps® Operational Dashboard

PowerOps provides near-real time agent, ring group (agent-based) and ACD queue status as well as summary status of all queue and ring group information for all 9-1-1 calls in process by the Customer PSAP.

Customer PSAPs that desire ACD functionality should consider PowerOps for its ability to provide a centralized view of ACD queues.

4.10. Spatial Command and Control

Spatial Command and Control (SCC) is a geo-enabled empowerment application that provides display services for E911, NG911, and CAD systems. It provides the capability to view the real time locations of received calls, reported incidents, and ever-moving units on the map. Through the SCC display, you can understand the location of a received call and its surroundings for a better response. This service is available in the US market for separate purchase.

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5. Service Ordering, Installation, Configuration and Training

Ordering, installation, configuration and training services are provided as detailed in a Statement of Work (SOW) that has been mutually agreed by the customer and Intrado.

6. Acceptance

Intrado will work Customer to mutually agree on a Testing and Production Migration Plan for testing and deployment. Testing and the production migration for each PSAP will be implemented according to the detailed project plan.

Customer will provide Intrado with written notice of Acceptance of the Service upon the successful delivery for ten consecutive days of live Service to the PSAPs without a Severity 1 or 2 issue, beginning as of the date of the production turn-up. During the ten-day period, Customer will provide Intrado with written notice of any defects. Intrado will provide Customer with a plan to address such defects and will provide a written notice when such defects have been addressed. If Customer does not provide Intrado with a written notice of defects by the end of the ten-day period, Service will be deemed accepted.

7. Service Maintenance and Support

As part of the Service, Customer will receive Maintenance services, as described in more detail in the Intrado Maintenance and Support Service Guide located at

https://www.intrado.com/legal-privacy/terms-conditions/call-handling

8. Customer Responsibilities

Customer will designate a project manager as the single point-of-contact for all planning and deployment phase activities for the Service.

8.1. PSAP position environment

- Customer will provide the following space for each Power 911 workstation: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 two 21” Monitors will dissipate a maximum of 1950 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 Power 911 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 per monitor (two with SCC, one otherwise).
    - Two power connectors for the computer gear (A9C or Desktop) (NEMA 5 15P).
    - One power receptacle for speakers (for Power 911 ringing).

8.2. PSAP backroom environment

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

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PSAP as part of the site survey process. General requirements are provided below as guidance and will be refined during the site survey process.

- 24”x 87” of floor space for a Intrado provided cabinet measuring 24”x 39”.
- Floor space within 20 feet of the main telecommunications demarcation point.
- 24” of space in front and behind the rack.
- 36” between the end of the racks and the wall.
- The floor must be capable of supporting 104 pounds per square foot.
- Dry, clean, and 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.
- Two dedicated 110volt /20 AMP power feeds are required with A & B feed (separate power source) with receptacle for plug type NEMA L5 20P twist lock.
- Any metallic component that is part of the PSAP infrastructure (such as equipment, racks, ladder racks, enclosures, cable trays, etc.) must be bonded to the grounding system.
- Cooling for maximum heat output under full load is 4,000 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.

Customer will provide at minimum a 1000VA Uninterruptible Power Supply (“UPS”) equipment for networking and server equipment at each PSAP.

8.3. Customer site access

During the installation of the Intrado-provided PSAP equipment, Customer will make all reasonable effort to have onsite during the installation an authorized third-party vendor technician whose equipment will interconnect with the Intrado equipment.

If Customer requires connectivity to administrative lines via a third-party PBX or SIP-trunk, Customer will ensure that a technician is available to work with Intrado to allow third party equipment and services to interface with the Intrado-provided equipment.

For ongoing support and maintenance, the Customer will make all reasonable effort to provide:

- Security access to each of 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.
- 24 x 7 access for problem isolation.

Customer will be responsible for working with Customer’s CAD vendor to implement any programming changes required in the CAD system.

8.4. Network and ESInet connectivity.

Network connectivity between Intrado data centers and the PSAP location(s) will be provided by Intrado as a separately quoted service (Managed IP Services). Managed IP circuits will be sized according to the bandwidth needs of the PSAP location. Redundant links are recommended to ensure higher system availability. Interconnectivity between the Intrado-provided LAN and Customer’s existing public internet access is not generally supported and requires additional design approval.

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Customer will notify its NG911 Service Provider that Intrado will be providing the Services and require ESInet connectivity to the Intrado data centers. Intrado will coordinate with the Customer's NG 911 Service provider for this connectivity. The NG911 Service Provider may charge to hand-off calls. Please contact your NG 911 Service Provider Account Executive for more information on these types of charges.

8.5. Training

Customer will be responsible for identifying the training attendees and ensuring they attend the Intrado-provided training. Customer will provide Intrado with a complete list of attendees for each Intrado training session and their positions a minimum of five business days prior to the start date for each training session.

Each PSAP will be responsible for training additional personnel within their organizations, as necessary. unless Optional Training services are ordered by Customer from Intrado.

9. Limitations and Exclusions

- Support Services do not cover, and are not provided to address,
  - errors caused by modifications to the Intrado solution by the customer or a Third-Party without Intrado's written consent.
  - errors caused by using the Intrado solution in a manner that violates Intrado Terms and Conditions (or the applicable agreement between the Customer and Intrado) or instructions provided by Intrado.
- Intrado is not responsible for the correction of issues resulting from
  - a third-party software, equipment
  - any other third-party vendor which is not related to the Intrado solution.

- Intrado does not offer assistance with, or pair with, any third-party integrator which is 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.

10. 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.

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Task	Responsibility
Pre-Sales	
Service Order	Intrado
Project Implementation	
Project Management	Intrado
Project Plan for Service	Intrado
Service System Architecture	Intrado
Service Network Architecture	Intrado
Customer Facilities	Customer
Customer Facility Site Preparation (floor space, power, etc.)	Customer
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, Configurations/Lists-Star Codes, Transfer, Contact List, GIS Data etc.	Intrado/Customer
Notify the NG911 Service Provider of the location of the Call Handling service	Customer
Intrado-provided PSAP Equipment-Provide, Stage, Install at Customer Facility	Intrado
Develop Migration plan and execute Migration Testing	Intrado/Customer
Service Training	Intrado/Customer
Production Turn-up	Intrado/Customer
Production End to End Testing	Intrado/Customer
Ongoing Responsibilities	
System Monitoring	Intrado
System Maintenance	Intrado
System Upgrades	Intrado
Log storage and backups	Intrado
Problem Reporting	Intrado/Customer
Problem Triage and Resolution	Intrado/Customer

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Appendix A
Hosted VaaS Bundles

Customer must purchase Concurrent User licenses for a minimum of 50% of the total number of positions (workstations, laptops, etc.). The number of Concurrent Users may be increased but not decreased. Intrado permits the number of Concurrent Users to exceed the purchased number of licenses without additional charge on a temporary or "surge" basis. If the number of Concurrent Users exceeds the purchased licenses more than once in three consecutive months, however, the Customer will be deemed to have added additional Concurrent Users and will be invoiced accordingly at the per-Concurrent User rate established in the initial order, on a pro-rated basis for the remainder of the term of the applicable order.

The table below provides an indicative high-level view of the feature content for each bundle and may change over time. Updates to the Services will not materially reduce the level of performance, functionality, security or availability of the Services during the term of customer's order. If Intrado makes new features, products or services generally available, the customer may choose to purchase a subscription under mutually agreed terms and pricing. Intrado has no obligation to make new features, products or services generally available.

Feature Set	Essentials	Advanced	Premium
Voice calls	X	X	X
MSRP, TTY and RTT calls	X	X	X
Ring Group distribution	X	X	X
Abandoned call handling	X	X	X
Call Transfer functions	X	X	X
LoST Agencies	X	X	X
Agencies and Contacts	X	X	X
ACD distribution	--	X	X
PSAP Ops dashboard (PowerOps)	--	X	X
Text translation	Add-on	X	X
Multimedia	Add-on	Add-on	X
Voice transcription	Add-on	Add-on	X

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Appendix B
Definition of Terms

Term	Definition
A9C	Intrado's purpose-built call handling workstation appliance
ACD	Automatic Call Distribution
ALI	Automatic Location Identification
ANI	Automatic Number Identification
CCS	Customer Configuration System
CPE	Call Handling/Customer Premise Equipment
CRM	Customer Relationship Management
Concurrent User	Each individual that concurrently uses or accesses the Services.
Customer	PSAP or Public Safety Agency that purchases the Services
End-User	PSAP caller taker/dispatcher or credential user of services
ESN	Emergency Service Number
Firewall	Device used to filter packets and sessions between different networks. Most firewalls are zone-based, and map interfaces to either "trust" or "untrust" zones for the purpose of defining policy
GUI	Graphical User Interface
i3	NENA standard for NG911 services
IP	Internet Protocol
HCO	Hearing Carry Over
HTML	Hypertext Markup Language
HVAC	Heating Ventilation and Air Conditioning
LAN	Local Area Network
LCD	Liquid Crystal Display
NEMA	National Electrical Manufacturers Association
NENA	National Emergency Number Association
NG9-1-1	Next Generation 9-1-1. NENA i3 standards for IP based 9-1-1 services
NOC	Network Operations Center
NRF	No Record Found
pANI	Pseudo-Automatic Number Identification
PDF	Portable Document Format
PSAP	Public Safety Answering Point
QoS	Quality of Service
Reseller	Intrado third party reseller selling Intrado Service to Customers

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Term	Definition
RTX	Retransmit
SPOC	Single Point of Contact
T-ESRP	Terminating Emergency Service Routing Proxy. NENA i3 term describing the termination point to a NG911 PSAP
TSP	Telephony Service Provider
TTY	TeleTypewriter-text telephone device or a telecommunications device for the deaf
VCO	Voice Carry Over
VIPER	Voice Over IP Emergency Response
WAN	Wide Area Network
XML	eXtensible Markup Language

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