Emergency Data Broker Standard Service Guide

Version 2025.04.16

Contents

1. Introduction

This service guide describes Intrado's Emergency Data Broker service ("Service"), which enables Intrado's authorized data partner customers (each, a "Data Partner") to deliver 9-1-1 requests for assistance with supplemental data to public safety answering points ("911 Centers").

2. Services Features

The Service connects Data Partners to the geographically appropriate 911 Center for each request for emergency assistance initiated by a Data Partner or its subscriber, and relays the supplemental data made available by Data Partner. The request for emergency assistance ("Emergency Request") may be a text or voice call. The Service will deliver an Emergency Request to the 911 Center along with access to the supplemental data provided by the Data Partner.

Note: For calls within Canadian jurisdiction, all requests for assistance will be delivered via voice to a 3rd party call center for delivery to Public Safety. These calls are limited to voice interaction only and will not be able to include supplemental data based on limitations.

3. Work Flow

3.1. Interoperability

The Data Partner will integrate to Intrado's IoT Gateway RESTful API. Intrado will provide a lab environment to support integration and testing activities. The Intrado IoT Gateway API will evolve over time which may require the Data Partner to make updates or changes to its integration.

Data Partner must provide at least the following minimum data components with each Emergency Request:

- Event location (x/y always, and z (vertical) axis when available);
- Call back number for the Emergency Request initiator; and
- A simple description of the emergency event.

3.2. User Experience

The Data Partner must include some degree of user or human validation prior to initiating Emergency Request.

The Service will default to sending the Emergency Request to the 911 Center as a data message. If the 911 Center is not yet data or text capable, the Service will send the Emergency Request as a voice call.

For text/data-based Emergency Requests, the event description and supplemental data provided by the Data Partner (profile, sensor data, etc.) will be provided to the 911 Center with the text/data message.

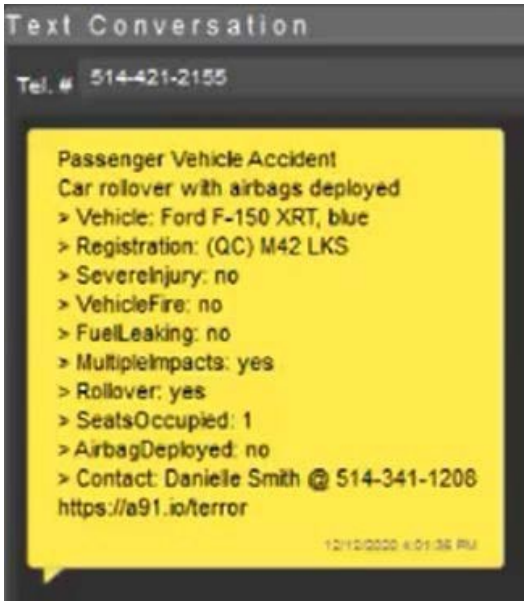
The text/data message will also include an event-specific short web link, directing the 911 Center agent to a web browser session for real-time updates about the event. The event information can also be provided by the 911 Center agent on to first responders such as police/fire/ambulance.

The Service supports two-way message sessions between the 911 Center agent and the Emergency Request initiator.

Some 911 Centers do not yet support receiving or responding to text/data messages. In those cases, or when the Data Partner prefers voice as the communication method, the Service will provide a dialable 10-digit transfer number to the Data Partner's system. The 10-digit transfer number will connect the Emergency Request initiator by voice call to the appropriate 911 Center based on the location of the emergency event. When the 911 Center answers the voice call, an event-specific short web link will be included in the standard location record associated with the call, which is used by all 911 Centers. Once the short web link is accessed by the 911 Agent, the supplemental data user experience is equivalent to a text/data Emergency Request.

3.3. Supplemental Data

Intrado will collaborate with the Data Partner to identify what supplemental information will be presented to the 911 Center. The screen shot below is an example of supplemental information provided with a Telematics request for assistance.



4. Deployment Milestones

- Intrado Onboarding process begins:
  - Intrado sends technical "welcome package"
  - Data Partner begins development to Intrado API.
  - Data Partner uses Intrado-provided simulator for independent testing.
  - Lab/Sandbox testing is scheduled with Intrado.
  - Implementation plan is developed.
- Data Partner goes live with the Service.

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 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. Support

Intrado and the Data Partner will exchange key contacts for technical, operational, and managerial personnel assigned to Services deployment and ongoing support. In addition, Intrado will provide an emergency support 24x7x365 contact number. Each party will update and exchange these lists on a regular basis.

Intrado Technical Support Center	Customer support and troubleshooting 24/7/365 Emergency number Email and Web support
Intrado Network Operation Center	24/7/365 Network monitoring

Appendix A

Implementation Schedule

Milestone	Duration	Deliverable	Owner
Initiation Phase	**15 days**		
Schedule kick-off call with Customer following Order Effective Date	15 days	Project Plan	Intrado
Lab Phase	**45 days**		
Customer completes required interoperability form.	7 days	Interoperability Form	Customer
Complete Lab network build and verify connectivity	24 days	Network connectivity confirmed	Intrado/Customer
Lab call testing	17 days	All functional testing is passed and certification is completed.	Intrado/Customer
Deployment	**45 days**		
Pre-Production/Lab Testing.	19 days	All functional testing is passed.	Intrado/Customer
Production Set Up.	15 days	Confirm Certificate.	Intrado
Production call testing.	11 days	All functional testing is passed.	Intrado/Customer
Deployment/Launch	**5 days**		
Service Live on Production Environment.	5 days	Live Notice sent to Customer.	Intrado

- This schedule reflects a standard deployment of 65 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.