# PSAP Outage Notification Contact List Service Guide

Version 2024.11.27

# Contents

## 1. Introduction

This Service Guide describes Intrado's PSAP Outage Notification Contact List ("Contact List") services ("Services") and sets forth the responsibilities of Intrado and Customer. Certain capitalized terms are defined in Section 6 below.

## 2. Service Description

Services provide Customer with PSAP agency contact information to aid in notifying PSAPs of an outage impacting one or more routable PSAPs.

## 3. Service Details

Intrado maintains information for the Contact List and updates it on a regular basis. The Contact List includes PSAP identification (Name and FCC ID) and location (County and State), service type(s) and outage notification details (Name, Phone, Email, Title and Position) for up to 10 contacts.

Customers will subscribe to a specific list of routable PSAPs to be included in the Contact List. The Contact List will be made available by one of the following delivery methods:

1. A secure folder will be loaded with an up-to-date .csv file every two weeks. The file is complete extract of the Contact List for Customer.
2. A secure link that allows Customer to query for updates only (i.e: changes over a defined time) and sync functionality returning a complete extract of the Contact List for Customer. Custom can manually or programmatically query and sync data as desired.

## 4. Responsibilities

| Responsibility | Customer | Intrado |
|---|---|---|
| Source and maintain database of PSAP Outage Notification Contacts | | X |
| Provide interface to access routable PSAP Outage Notification Contact data | | X |
| Provide documentation on data schema (ex: JSON) and connectivity requirements | | X |
| Project coordination for validation of initial database ingest | X | X |
| Manage the ingestion and secure storage of routable PSAP Outage Notification Contact data | X | |
| Alert Intrado of any potential data validation concerns for review | X | |

## 5. Services Limitations

Customer understands, acknowledges, and accepts the following limitations of Services:

- Access to the Contact List information is only for the explicit purpose of maintaining accurate PSAP Outage Notification data for service outage notification.
- Customer acknowledges that (i) PSAP participation is voluntary; (ii) Intrado has no ability to compel a PSAP to provide information; and (iii) Intrado does not control, and will not further validate, the accuracy of the information provided by the PSAPs.
- Database updates are available the day following the update.
- Service is available 24 hours per day, 365 days per year except during maintenance activities.

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- Notwithstanding the foregoing or anything to the contrary in a service order or agreement between the parties, Intrado will have no liability or indemnification obligations to Customer for any third-party claims or state or federal investigations, enforcement actions, or fines/penalties arising from the Services.

## 6. Intellectual Property

Intrado retains full and exclusive ownership of and all rights in the Contact List. Intrado grants to Customer a limited, non-exclusive, non-transferable license to use the Contact List during the term of the Order term and solely for the purposes specified in the Order and this Service Guide. Upon expiration or termination of the Order term, the license shall automatically terminate, and the Customer must discontinue use of the Contact List. Customer will not distribute, modify, or create derivative works based on the Contact List. Customer will cooperate to take such actions reasonably requested to vest ownership of the Contact List in Intrado.

Customer acknowledges that the Contact List contains valuable information which Intrado has obtained through both its work efforts as well as its reputational status with the PSAPs. Therefore, Customer agrees to comply with the following requirements:

- Customer will not disclose or sell information from the Contact List to any third-party;

- Customer will limit access and internal distribution of information from the Contact List to employees of Customer with a need-to-know who are directly involved in Customer's process for notifying PSAPs of outages; and

- Information from the Contact List will only be accessed and used by Customer for the purpose of notifying PSAPs of outages.

## 7. Glossary

Capitalized terms in this Service Guide will have the following meanings unless otherwise defined above. These definitions are for this Service Guide only and are not necessarily the definitions used by the FCC or any other governmental, industry, or private organization or entity.

**Customer** means the originating service provider that is the customer of Intrado. Customer's customers are known as Subscribers.

**Contact Data** means the data that is stored in a spreadsheet (e.g. PSAP contact numbers, extensions, names, etc.).

**Public Safety Answering Point ("PSAP")** means a facility equipped and staffed to receive 9-1-1 requests for emergency services.

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