Agenda Item #: 3U-1

PALM BEACH COUNTY
BOARD OF COUNTY COMMISSIONERS
AGENDA ITEM SUMMARY

Meeting Date: May 6, 2025

[x] Consent [ ] Regular
[ ] Public Hearing [ ] Workshop

Department: Information Systems Services
Submitted by: Information Systems Services
Submitted for: Public Safety

I. EXECUTIVE BRIEF

Motion and Title: **Staff recommends motion to approve:** the AT&T Emergency Services IP Network (ESInet) Pricing Schedule for 36 months as an attachment to the existing AT&T Master Agreement 158865UA.

Summary: The ESInet is an emergency (911) call routing solution designed for use in the nationwide transition and adaption of Next Generation 911 (NG911) technology. Palm Beach County currently utilizes this technology and approval of the pricing schedule will set pricing at current rates for a period of 36 months. The funds are allocated within the Emergency Communications Number "E-911" Florida Statutes Section 365.172 Fund, managed by Public Safety. The renewal of this pricing schedule does not impose any additional fiscal impact, as it is incorporated into the existing operating budget. Countywide (DB)

Background and Justification: The Board of County Commissioners approved the AT&T Master Agreement 158865UA, R2023-0958 dated July 11, 2023. The AT&T Emergency Services IP Network Pricing Schedule will set pricing at current rates for a period of 36 months and will be appended to the Master Agreement.

Attachments:

1. AT&T ESInet Emergency Services IP Network Pricing Schedule

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Recommended by: _____ 4/9/25
Chief Information Officer — Date

Approved by: _____ 4/23/25
County Administrator — Date

II. FISCAL IMPACT ANALYSIS

A. Five Year Summary of Fiscal Impact

Fiscal Years	2025	2026	2027	2028	2029
Capital Expenditures	0	0	0	0	0
Operating Costs	667,283	1,601,478	1,601,478	934,196	0
External Revenues	(667,283)	(1,601,478)	(1,601,478)	(934,196)	0
Program Inc (County)	0	0	0	0	0
In-Kind Match(County)	0	0	0	0	0
NET FISCAL IMPACT	**$0**	**$0**	**$0**	**$0**	**$0**
# Additional FTE Positions (Cumulative)	0	0	0	0	0

Is Item Included in Current Budget? Yes X No ____
Does this item include the use of Federal Funds? Yes ____ No X
Does this item include the use of State Funds? Yes X No ____

Expense Budget Number: Fund 1434 Dept 660 Unit 9250 Object var
Revenue Budget Number: Fund 1434 Dept 660 Unit var Object var

B. Recommended Sources of Funds / Summary of Fiscal Impact

Funds above are available within the Emergency Communications Number "E-911" FS365.172 fund managed by Public Safety. There is no additional fiscal impact with this pricing schedule, as this is a renewal of the previous one, as this is assumed within the current operating budget.

C. Department Fiscal Review: [signature]

III. REVIEW COMMENTS

A. OFMB Fiscal and/or Contract Development & Control Comments:

[signature] 4/10/2025
QS · 4/9/25
CB 4/10 OFMB KK 4/9

[signature] 4/12/25
Contract Administration

B. Legal Sufficiency:

[signature] 4/15/2025
Assistant County Attorney

C: Other Department Review:

[signature] Digitally signed by Stephanie Sejnoha
Date: 2025.04.03 13:31:12 -04'00'

Department Director

THIS SUMMARY IS NOT TO BE USED AS A BASIS FOR PAYMENT.

20250304-3758

158865UA

AT&T

AT&T ESInet™
(Emergency Services IP Network)
PRICING SCHEDULE

PCS ID: 20250304-102
Please sign by April 1, 2025

AT&T MA Reference No. 158865UA

Customer	**AT&T**
Palm Beach County Street Address: 301 N. Olive Ave. City: West Palm Beach State/Province: FL Zip Code: 33401 Country: USA	AT&T Enterprises, LLC
Customer Contact	**AT&T Contact**
Name: Archie Satchell Title: Chief Information Officer Street Address: 301 N. Olive Ave. City: West Palm Beach State/Province: FL Zip Code: 33401 Country: USA Telephone: 561-355-3275 Email: asatchell@pbc.gov	Name: Jennifer Downs Street Address: 12150 Research Pkwy City: Orlando State/Province: FL Zip Code: 32826 Country: USA Telephone: 601-826-8116 Email: jd236u@att.com Sales/Branch Manager: Dustin Alexander SCVP Name: Mike Guerra Sales Strata: GEM Sales Region: East
Customer Contact (for Notices)	**AT&T Contact (for Notices)**
Name: Oscar Alvarez Title: 9-1-1 Program Services Director Street Address: 20 South Military Trail City: West Palm Beach State/Province: FL Zip Code: 33415 Country: USA Telephone: (561) 712-6339 Email: OAlvarez12@pbc.gov	**With a copy (for Notices) to:** AT&T 208 S. Akard Street Dallas, TX 75202 ATTN: Master Agreement Support Team Email: mast@att.com

This Pricing Schedule is part of the Agreement between AT&T and Customer referenced above and includes Attachment A Service Order.

Customer (by its authorized representative)	**AT&T** (by its authorized representative)
By:	By: eSigned - Stephanie Herbert
Name:	Name:
Title:	Title: Contractor CS, as Signer for AT&T
Date:	Date: 04 Mar 2025

APPROVED AS TO FORM
AND LEGAL SUFFICIENCY

COUNTY ATTORNEY

mg566e

	For AT&T Administrative Use Only **Master Agreement No.** 158865UA **Pricing Schedule No.** _____ **Original Effective Date:** _____ **Effective Date of Amendment:** _____

AT&T ESInet™
PRICING SCHEDULE

1. SERVICES

Service	Service Publication Location
AT&T Emergency Service IP Network™ (AT&T ESInet™)	See Exhibit A

AT&T ESInet™ will become generally available when the Service Guide is published and available at http://new.serviceguide.att.com or such other AT&T-designated location. Upon publication, such service description and other terms shall supersede the provisions of the Interim Service Guide, attached to this Pricing Schedule as Exhibit A.

2. PRICING SCHEDULE TERM AND EFFECTIVE DATES

Pricing Schedule Term	60 months
Automatic Term Extension of Pricing Schedule	Where permitted by applicable law, successive 12 month periods, unless either party terminates the Automatic Term Extension via written notice to the other party, given at least sixty (60) days prior to the expiration date of Initial Term or then-current Automatic Term Extension. Where permitted by law, each party waives any right to receive notice prior to any such automatic extension.
Pricing Schedule Term Start Date	Effective Date of this Pricing Schedule.
Effective Date of Rates and Discounts	Effective Date of this Pricing Schedule.

3. MINIMUM PAYMENT PERIOD

Service Components	Percent of Monthly Service Fees Due Upon Termination Prior to Completion of Minimum Payment Period	Minimum Payment Period per Service Component
Legacy Connections	100%	36 months
ESInet Network Connection	100%	36 months
ESInet Call Routing	100%	36 months
Local Access Connections	100%	36 months
Other Charges	100%	36 months

	For AT&T Administrative Use Only **Master Agreement No.** 158865UA **Pricing Schedule No.** _____ **Original Effective Date:** _____ **Effective Date of Amendment:** _____

AT&T ESInet™
PRICING SCHEDULE

4. NOTICE OF WITHDRAWAL

Service and Service Component Withdrawals during Pricing Schedule Term	
Prior Notice Required from AT&T to Withdraw and Terminate a Service	12 months
Prior Notice Required from AT&T to Withdraw and Terminate a Service Component	120 days

5. PRICING

5.1. Addition of Components to Customer's Schedule of Charges.

Discounts are applied at the Sub-Discount Category Level as specified below - No other discounts apply.

5.1.1 AT&T ESInet™ Sub-Discount Category – Legacy Connections

AT&T ESInet™ Sub-Discount Category – Legacy Connections	**DISCOUNT: 25.00%**
Service Component	**Undiscounted Monthly Recurring Charge**
Legacy Connection	$22.00

5.1.2 AT&T ESInet™ Sub-Discount Category – ESInet Network Connections

AT&T ESInet™ Sub-Discount Category – ESInet Network Connections	**DISCOUNT: 25.00%**
Service Component	**Undiscounted Monthly Recurring Charge**
Mngd T1 Primary PSAP/Host Connection	$1,690.00
Mngd 3MB Primary PSAP/Host Connection	$1,710.00
Mngd 6MB Primary PSAP/Host Connection	$1,755.00
Mngd 10MB Primary PSAP/Host Connection	$1,805.00
Mngd 20MB Primary PSAP/Host Connection	$1,905.00
Mngd 50MB Primary PSAP/Host Connection	$2,140.00
Mngd 100MB Primary PSAP/Host Connection	$2,415.00
Mngd T1 Secondary PSAP/Host Connection	$305.00
Mngd 3MB Secondary PSAP/Host Connection	$625.00
Mngd 6MB Secondary PSAP/Host Connection	$670.00
Mngd 10MB Secondary PSAP/Host Connection	$720.00
Mngd 20MB Secondary PSAP/Host Connection	$820.00
Mngd 50MB Secondary PSAP/Host Connection	$1,055.00
Mngd 100MB Secondary PSAP/Host Connection	$1,330.00

	For AT&T Administrative Use Only **Master Agreement No.** 158865UA **Pricing Schedule No.** _____ **Original Effective Date:** _____ **Effective Date of Amendment:** _____

AT&T ESInet™
PRICING SCHEDULE

5.1.3 AT&T ESInet™ Sub-Discount Category – ESInet Call Routing Service

AT&T ESInet™ Sub-Discount Category – ESInet 9-1-1 Call Routing	
Total Contract Population Size / Undiscounted Monthly Recurring Charge*	**DISCOUNT:**
1M-2,999,999 Population / MRC= $200.00	66.84%
*Rate shown is based on Total Contract Population. Population is calculated to the nearest thousand, rounded up. Each PSAP will be charged by multiplying this rate by the PSAP population served.	

5.1.4 AT&T ESInet™ Sub-Discount Category – Local Access Primary Connections

Customer acknowledges that the election to NOT install diverse circuits covering the Last Mile connection to the PSAP. (i.e. the connection the APVN circuit demarcation and Customer Premises) results in a single connection. A single connection may result in a PSAP outage during routine or emergency maintenance, fiber cuts, or other events. AT&T strongly recommends the Customer purchase full last mile diversity.

AT&T ESInet™ Sub-Discount Category – Local Access Primary Connections	No Discounts applicable to below rates
Service Component	**Monthly Recurring Charge**
PBSO Host A - 3228 Gun Club Rd, West Palm Beach, FL 33406 (50Mb Local Access)	$ 805.14
PBSO Host B - 38811 James Wheeler Way Belle Glade, FL 33430 (50Mb Local Access)	$ 805.14
PBC EOC Host A - 20 S Military Tr West Palm Beach, FL 33415 (50Mb Local Access)	$ 805.14
PBC RCC Host B - 4300 S John Young Pkwy Orlando, FL 32839 (50Mb Local Access)	$ 805.14
Special Construction Charge, if applicable, may apply under a separate contract.	

5.1.5 AT&T ESInet™ Sub-Discount Category – Local Access Secondary Connections

Customer acknowledges that the election to NOT install diverse circuits covering the Last Mile connection to the PSAP. (i.e. the connection the APVN circuit demarcation and Customer Premises) results in a single connection. A single connection may result in a PSAP outage during routine or emergency maintenance, fiber cuts, or other events. AT&T strongly recommends the Customer purchase full last mile diversity.

AT&T ESInet™ Sub-Discount Category – Local Access Secondary Connections	No Discounts applicable to below rates
Service Component	**Monthly Recurring Charge**
PBSO Host A - 3228 Gun Club Rd, West Palm Beach, FL 33406 (50Mb Local Access)	$ 805.14
PBSO Host B - 38811 James Wheeler Way Belle Glade, FL 33430 (50Mb Local Access)	$ 805.14
PBC EOC Host A - 20 S Military Tr West Palm Beach, FL 33415 (50Mb Local Access)	$ 805.14
PBC RCC Host B - 4300 S John Young Pkwy Orlando, FL 32839 (50Mb Local Access)	$ 805.14
Special Construction Charge, if applicable, may apply under a separate contract.	

	For AT&T Administrative Use Only **Master Agreement No.** 158865UA **Pricing Schedule No.** _____ **Original Effective Date:** _____ **Effective Date of Amendment:** _____

AT&T ESInet™
PRICING SCHEDULE

5.1.6 AT&T ESInet™ Sub-Discount Category – Professional Services

AT&T ESInet™ Sub-Discount Category – Professional Services **Service Component**	**Monthly Recurring Charge**	**Non-Recurring Charge***
Prof Svcs - Addtnl Install & Materials	n/a	$500.00
Professional Svcs - Custom Reports	$100.00	$500.00
Professional Svcs - GIS Services	n/a	$500.00
*Non-Recurring Charge is billed in $500 per hour increments		

5.1.7 AT&T ESInet™ Sub-Discount Category – Other Charges or Credits

AT&T ESInet™ Sub-Discount Category – Other Charges	**Monthly Recurring Charge**	**Non-Recurring Charge**
Secondary or Backup PSAP Charge	$ 560.00	$ 0.00
AT&T ESInet™ Executive Web Dashboard	$ 0.00	$ 0.00
AT&T ESInet™ Safety Net Recording	$ 0.00	$ 0.00
Transitional Data Management Service	$ 17,485.33	$ 0.00

6. Initial Order

This Pricing Schedule is Customer's order for new Services and/or Service Components – See Attachment A.

Customer may request additional, or changes to, Services and/or Service Components by submitting a subsequent signed Change Order.

	For AT&T Administrative Use Only **Master Agreement No.** 158865UA **Pricing Schedule No.** _____ **Original Effective Date:** _____ **Effective Date of Amendment:** _____

AT&T ESInet™
PRICING SCHEDULE

ATTACHMENT A – AT&T ESInet™ INITIAL SERVICE ORDER

This Initial Service Order by and between AT&T Enterprises, LLC ("AT&T") and Palm Beach County ("Customer") represents Customer's order for Service Components as specified below.

NOW, THEREFORE, in accordance with the mutually agreed upon change control process, AT&T and Customer hereby agree to amend the Pricing Schedule as follows:

1. **Initial Order:** Add Service Components as set forth below.

2. The Minimum Payment Period in the Pricing Schedule applies to all Service Components.

3. **Order Rates and Charges:** The Rates and Charges in the AT&T ESInet™ Pricing Schedule apply to all Service Components ordered under this Initial Service Order. The quantities listed below must include all Service Components, including quantities. ordered under this Initial Service Order. The parties understand that any changes requested are cumulative to the original Service Order.

PSAP INFORMATION	
PSAP / Host Information	**PSAP / Host Contact**
Legal Name: Palm Beach County	Name: Dan Koenig
Street Address: 301 N. Olive Ave.	Title: Senior Manager, 9-1-1 Program Services
City: West Palm Beach State: FL Zip: 33401	Tel #: 561-712-6486
PSAP Population Served 1,533,801	Email: dkoenig@pbc.gov
Total Customer Population Contracted 1,533,801	

AT&T CONTACT INFORMATION	
AT&T Sales Contact - Primary Contact	**AT&T Contact - Additional Contact**
Name: Jennifer Downs	Name: Billy Blankenship
Title: Application Sales Executive III	Title: Public Safety Solutions Engineer
Tel #: 601-826-8116	Tel #: 512-496-8921
Email: jd236u@att.com	Email: billyb@att.com

LEGACY CONNECTIONS (Connection between the OSP demarc and AT&T ESInet demarc)	
DESCRIPTION	**QUANTITY**
Legacy Connection (Per DS0 Port)	336
ESInet NETWORK CONNECTIONS – PRIMARY CONNECTION (Connection from the Core Call Processing Node to the Customer demarc)	
DESCRIPTION	**QUANTITY**
Managed T1 Primary PSAP/Host Connection	
Managed 3MB Primary PSAP/Host Connection	
Managed 6MB Primary PSAP/Host Connection	
Managed 10MB Primary PSAP/Host Connection	
Managed 20MB Primary PSAP/Host Connection	2
Managed 50MB Primary PSAP/Host Connection	2
Managed 100MB Primary PSAP/Host Connection	

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AT&T ESInet™
PRICING SCHEDULE

ESInet NETWORK CONNECTIONS – SECONDARY CONNECTION **(Redundant Connection from the Core Call Processing Node to the Customer Demarc**	
DESCRIPTION	**QUANTITY**
Managed T1 Secondary PSAP/Host Connection	
Managed 3MB Secondary PSAP/Host Connection	
Managed 6MB Secondary PSAP/Host Connection	
Managed 10MB Secondary PSAP/Host Connection	
Managed 20MB Secondary PSAP/Host Connection	2
Managed 50MB Secondary PSAP/Host Connection	2
Managed 100MB Secondary PSAP/Host Connection	
LOCAL ACCESS PRIMARY CONNECTION	
LOCATION	**QUANTITY**
PBSO Host A - 3228 Gun Club Rd, West Palm Beach, FL 33406 (50Mb Local Access)	1
PBSO Host B - 38811 James Wheeler Way Belle Glade, FL 33430 (50Mb Local Access)	1
PBC EOC Host A - 20 S Military Tr West Palm Beach, FL 33415 (50Mb Local Access)	1
PBC RCC Host B - 4300 S John Young Pkwy Orlando, FL 32839 (50Mb Local Access)	1
LOCAL ACCESS SECONDARY CONNECTION*	
LOCATION	**QUANTITY**
PBSO Host A - 3228 Gun Club Rd, West Palm Beach, FL 33406 (50Mb Local Access)	1
PBSO Host B - 38811 James Wheeler Way Belle Glade, FL 33430 (50Mb Local Access)	1
PBC EOC Host A - 20 S Military Tr West Palm Beach, FL 33415 (50Mb Local Access)	1
PBC RCC Host B - 4300 S John Young Pkwy Orlando, FL 32839 (50Mb Local Access)	1
***Special Construction Charge, if applicable, may apply under a separate contract.**	
9-1-1 CALL ROUTING PLATFORM (9-1-1 Call Routing charges are based on the Total Customer Population contracted. Population is calculated to the nearest thousand, rounded up.)	
Population Size / Monthly Recurring Charge	1M-2,999,999 Population / MRC= $200.00

PROFESSIONAL SERVICES		
SERVICE COMPONENT	**QUANTITY**	**NUMBER OF HOURS**
Prof Svcs - Addtnl Install & Materials	n/a	
Professional Svcs - Custom Reports	n/a	
Professional Svcs - GIS Services	n/a	
*Non-Recurring Charge is billed in $500 per hour increments		

OTHER CHARGES	
DESCRIPTION	**QUANTITY**
Secondary or Backup PSAP Charge	8
AT&T ESInet™ Executive Web Dashboard	18
AT&T ESInet™ Safety Net Recording	18
Transitional Data Management Service	1

AT&T

AT&T ESInet™
(Emergency Services IP Network)
ATTACHMENT B - TRANSITIONAL DATA MANAGEMENT SCOPE OF WORK

1. Transitional Data Management Services

AT&T will provide Next Generation 9-1-1 ("NG9-1-1") Transitional Data Management Services as described herein ("TDMS") to Palm Beach County (as used herein, "Customer") as outlined below.

The TDMS will enable the Customer to use locally sourced and maintained Geographic Information System ("GIS") data to manage the existing tabular Master Street Address Guide ("MSAG") and prepare for an NG9-1-1 implementation.

TDMS will enable authorized users to upload the Customer's GIS data as the authoritative source information for the MSAG, rather than manually submitting and approving MSAG change requests through AT&T's Public Safety Portal (PSP), or Supplier Provided Interface (9-1-1 NET).

TDMS is designed to alleviate the need for the Customer to do frequent comparisons between its MSAG and GIS data and the manual entry of MSAG Change Requests ("CRs") in the ALI provider's system to keep its MSAG synchronized with its GIS data.

TDMS also provides a collaboration portal ("GIS Director") that incorporates The Customer's map data to help The Customer to resolve errors and report discrepancies as they occur.

TDMS is implemented using EGDMS data from the Customer. EGDMS includes RCL, and address points.

The TDMS may be purchased separately from the ESInet services described in the Agreement.

2. TDMS Overview

TDMS is implemented in two stages. The first stage consists of the creation of a GIS-based MSAG (geoMSAG) then the replacement of the legacy MSAG with the newly created geoMSAG. The second stage consists of the ongoing management of the MSAG using information derived from the GIS files uploaded into the Spatial Interface, specifically the road centerline data (RCL) or Address Point Data (AP). After the geoMSAG replacement takes place, the GIS data supplier will upload their RCL data into the Spatial Interface when there are changes in the RCL data. The Spatial Interface will then automatically detect changes so they can apply the changes to the MSAG (as described in section 3).

TDMS allows the Customer's GIS data to serve as the authoritative source for 9-1-1 address validation by supporting legacy Originating Service Provider ("OSP") subscriber provisioning and ALI database management. It provides the following benefits:

- Operational efficiency: 9-1-1 address management using GIS data instead of traditional MSAG data by only having to manage one authoritative data source: the GIS data.
- Improved data accuracy: continuous GIS, MSAG, and ALI synchronization.
- No changes required for OSPs (i.e., carriers): supports legacy OSP subscriber provisioning and ALI database management.
- Improves i3 readiness: facilitates the transition to NG9-1-1 by keeping the GIS, MSAG, and ALI synchronized.
- Supports i3 interim routing: significantly streamlines deployment to the AT&T ESInet™ i3 Routing Services.

NENA 71-501 v1 is an informational document that describes a recommended method to synchronize MSAG and GIS data. Ongoing synchronization between the two or more databases requires periodic MSAG to GIS comparisons to identify discrepancies between the databases, which then need to be manually researched and corrected in either the MSAG, GIS data, or both. TDMS supports this method of initial synchronization as well as alternate mechanisms for initial synchronization designed to save Customer time and expense.

Once the legacy MSAG has been replaced with the geoMSAG, the authoritative GIS source data will be used to drive changes to the AT&T-managed MSAG, replacing the need to manually enter individual MSAG CRs.

3. Scope of Services

TDMS provides geoMSAG creation services that allow for initial MSAG replacement and ongoing MSAG synchronization as GIS changes to the RCL are received from the Customer.

TDMS provides a Spatial Interface portal called Enterprise Geographic Database Management System ("EGDMS") to allow the Customer to upload GIS data into the EGDMS web portal that initiates automated GIS data validations, notifications and error reporting. EGDMS supports either Shapefile or File Geodatabase formats and allows the authoritative GIS data to be maintained using the GIS data supplier's native data schemas.

GIS Director allows the Customer to review its legacy 9-1-1 data through a user interface that leverages the Customer's map data. Users can request changes to resolve errors and discrepancies, and to GIS-validate addresses. GIS Director is a hosted web-based collaboration user interface used for discrepancy reporting and error resolution. GIS Director includes training on application navigation. Note that not all ALI/MSAG functionality is pertinent within GIS Director. Certain functions may require the continued use of PSP/9-1-1 NET.

4. NG9-1-1 GIS Onboarding Services

TDMS includes NG91-1-1 GIS Onboarding services which delivers the essential services, training, and support needed to successfully deploy the GIS data supplier's NG9-1-1 GIS data within the AT&T Spatial Interface.

AT&T will provide web-based training and setup of the AT&T Spatial Interface and assist with the initial GIS data load, clarifying the role of NENA's Spatial Interface, and defining its features and functionality. NG9-1-1 GIS onboarding services establish communication between the Customer and AT&T throughout the GIS onboarding phase and Spatial Interface GIS data implementation.

NG9-1-1 GIS onboarding includes Spatial Interface setup and the following services:

- Assignment of an i3 GIS Coach
- NG9-1-1 GIS onboarding kickoff meeting
- Spatial Interface user guides and instructional documents
- Spatial Interface overview, user training, and field mapping training (web-based)
- Spatial Interface validation report interpretation & error correction consultation training (web-based)
- ALI to GIS report review and error correction consultation training (web-based)
- GIS data testing and critical error remediation assistance
- General NG9-1-1 GIS Q&A support
- NG9-1-1 GIS go-live support

5. Exclusions and Limitations

TDMS services require the customer's GIS data (RCL feature class) to already contain the required data elements described in Attachment B2 - GIS Schema Table and to adhere to a 98% match rate.

All GIS data editing is outside the scope of TDMS.

It is the Customer's responsibility to provide GIS data (RCL feature class) that contains the required data elements described in Attachment B2 - GIS Schema Table, otherwise additional professional services fees may apply, to be quoted on a case-by-case basis.

If the agreed upon match rate between the ALI and RCL feature class is less than 98% after the second ALI to RCL comparison is performed, additional professional services fees may apply, to be quoted on a case-by-case basis.

The RCL must cover the complete region being served by the TDMS (e.g., a county, a group of counties, an entire state).

AT&T will require the Customer to access and utilize the EGDMS for submission of GIS Data.

AT&T will provide periodic ALI data updates to the Customer for use in GIS director and to perform ALI to RCL comparison reports.

Service support is provided Monday – Friday, 8:00am-5:00pm Mountain Time, excluding Holidays.

6. Fees

The following fees will apply:

Pricing is based on population served by the jurisdictions covered in the GIS data files provided by a single GIS data supplier. Calculation of population will follow the same methodology as that for ESInet Services under the Agreement.

One Time Fees

The One Time Fees will be invoiced on receipt by AT&T of the request for services from the Customer.

Item	Unit One-Time Fee	Extended One-Time Fee
Transitional Data Management Service	$0.00	$0.00

NOTE: This assumes that all GIS data is consolidated and uploaded as a single entity.

AT&T

AT&T ESInet™
(Emergency Services IP Network)
ATTACHMENT B - TRANSITIONAL DATA MANAGEMENT SCOPE OF WORK

Monthly Recurring Fees

The Monthly Recurring Fees cover ongoing GIS validation services and ongoing geoMSAG processing services. The Customer will no longer be required to use MSAG CRs for MSAG updates. The Monthly Recurring Fees will begin in the month following the tabular MSAG being replaced by the geoMSAG or, if AT&T has not received the applicable GIS data to begin TDMS, 90 days after receipt by AT&T the request for services from the Customer, whichever is sooner. Month one will be prorated. Monthly Recurring Fees will be billed one month in arrears.

Item	Unit Monthly Recurring Fee	Extended Monthly Recurring Fee
Population, per person (pop. 1,533,801)	$0.0114	$17,485.33

NOTE: If additional counties "join" the jurisdiction and continue to submit as a single data source, the Monthly Recurring Fees would be adjusted accordingly to reflect the new total population. Any time a new data source is introduced, they are treated independently, regardless of any potential relationship with another 9-1-1 Authority.

Additional Optional Features – One Time Fees Per Customer Incident / Request

Item	Fees
EGDMS Training Session 1 – Overview and Data Submission (2-hour webinar)	$ 700.00
EGDMS Training Session 2 – Error Reporting and Correction (2-hour webinar)	$ 700.00
Additional RCL-to-ALI data match rate report	$2,100.00
Additional TN Simulation report	$2,100.00

Glossary of Acronyms not in the AT&T ESInet™ Service Guide, as defined by NENA (National Emergency Number Association where available	
Term/Acronym	**Description/Definition**
CR/DR (Change Request/Directory Request)	A work request for changing or updating GIS or MSAG information in the EGDMS
EGDMS (Enterprise GIS Data Management System)	Customer Management Web Portal for GIS
geoMSAG (Geographic Master Street Address Guide) aka MSAG	NENA: A database of street names and house number ranges within their associated communities defining Emergency Service Zones (ESZs) and their associated Emergency Service Numbers (ESNs) to enable proper routing of 9-1-1 calls.
LVF (Location Validation Function)	NENA: A functional element in an NGCS that is a LoST protocol server where civic location information is validated against the authoritative GIS database information. A civic address is considered valid if it can be located within the database uniquely, is suitable to provide an accurate route for an emergency call and adequate and specific enough to direct responders to the right location.
WGS84, (World Geodetic System)	NENA: The World Geodetic System reference coordinate system used by the Global Positioning Systems and in cartography and navigation.

AT&T

AT&T ESInet™
(Emergency Services IP Network)
Attachment B2 - TDMS TURN-UP AND ONGOING GIS TO MSAG SYNCHRONIZATION PROCESS

TDMS Turn-Up Process and Key Milestones when the Customer utilizes AT&T's PSP

Creating the geoMSAG is the first stage that needs to be accomplished before replacing the legacy tabular MSAG with the newly derived geoMSAG and before ongoing RCL data uploads via EGDMS are used to support ongoing MSAG management. These steps are listed below:

- Step 1: The Customer agreement is initiated between the Customer & AT&T. AT&T provides extracts of the Customer ALI and MSAG data from the appropriate AT&T databases.
- Step 2: The Customer is setup and granted access to EGDMS for GIS data upload and error detection. The Customer will then have the opportunity to resolve appropriate errors within its GIS data until all RCL critical errors have been resolved.
- Step 3: AT&T and its Supplier provides an initial comparison of the Customer's GIS dataset (RCL feature class) against the ALI database and provides a report identifying discrepancies. The Customer will then have the opportunity to resolve appropriate errors within its GIS data, if appropriate. Up to 2 ALI to RCL comparison reports are provided per geoMSAG replacement.
    - *Note that additional one-time ALI to RCL reports are available for purchase.*
- Step 4: AT&T and it's Supplier creates the geoMSAG to support TN Simulation. If geoMSAG build errors occur, the Customer will have the opportunity to resolve appropriate errors within its GIS data, if appropriate. AT&T and its Supplier performs a one-time TN Simulation to identify discrepancies between the geoMSAG and ALI TNs. AT&T and its Supplier will provide all discrepancies with ALI to the Customer. The Customer will then use the AT&T ALI tools to resolve the ALI discrepancies.
- Step 5: After all comparison and simulation testing outputs result in either a 98+% or other agreed upon match rate between the ALI and GIS, AT&T is responsible for replacing the legacy MSAG with the newly created geoMSAG which is then considered the MSAG database of record.
    - *Note that if the agreed upon match rate is less than 98% at this stage of the process, additional professional GIS services fees may apply, to be quoted on a case-by-case basis.*
- Step 6: Usually performed in parallel with step 5, the GIS Director application is installed, and AT&T and its Supplier provides end-user training to allow for review of legacy 9-1-1 data through a map-based user interface that leverages the Customer's map data.
- Step 7: The Customer performs ongoing GIS data uploads using EGDMS and when changes are made to the RCL or address points, AT&T's Supplier will provide the associated GIS and MSAG-related data to AT&T.
    - *Note: if an additional RCL-to-ALI Data Match Rate Report and/or a TN Simulation Report are requested, additional fees will apply per the Fees section of this Agreement.*

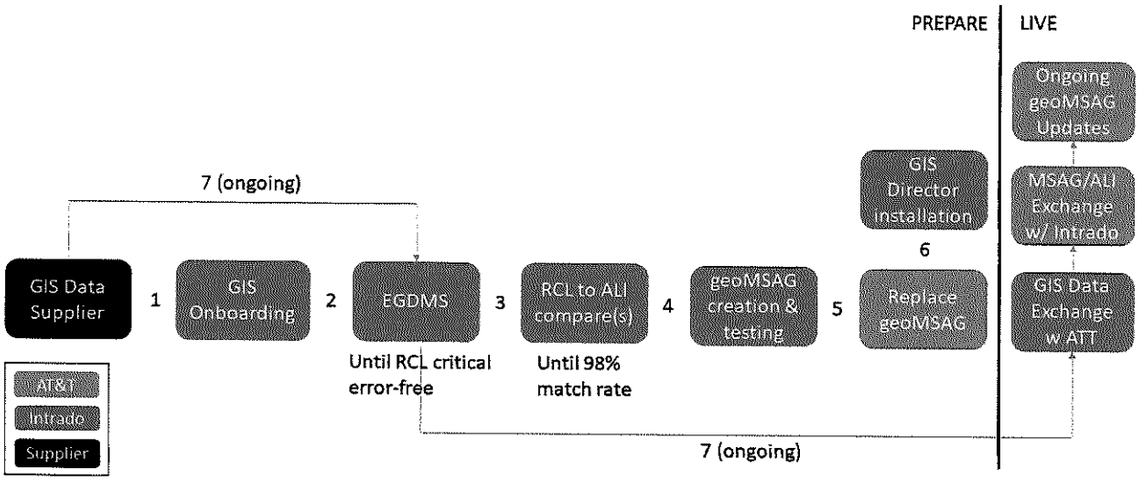

Figure 1: TDMS Turn-Up Process and Key Milestones

Ongoing GIS to MSAG Synchronization Services

- Step 1: Customer submits GIS data to EGDMS.
- Step 2: EGDMS performs validations on the GIS data.
- Step 3: EGDMS provides critical error reports and GIS data representing errors. Customer corrects critical errors in GIS data file and resubmits to EGDMS.
- Step 4: RCL changes are submitted for the geoMSAG and ALI validation (step 6).
- Step 5: GIS data is sent to GIS Director map.
- Step 6: geoMSAG and ALI validations are performed as part of TDMS to identify errors within either the geoMSAG or the OSP TN information.
- Step 7: geoMSAG referrals will be communicated to Customer via GIS Director.
- Step 8: Customer reviews geoMSAG referrals and either corrects RCL data and resubmits into EGDMS or indicates a TN issue needs to be resolved by the OSP.
- Step 9: geoMSAG changes that pass validation are applied to production 911 database.

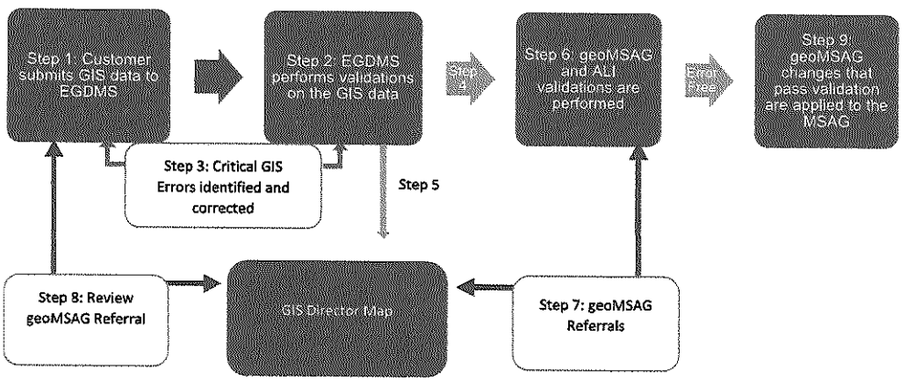

Figure 2: Ongoing GIS to MSAG Synchronization Services

AT&T

AT&T ESInet™
(Emergency Services IP Network)
Attachment B2 - TDMS TURN-UP AND ONGOING GIS TO MSAG SYNCHRONIZATION PROCESS

The following table represents the required RCL fields for geoMSAG replacement and ongoing TDMS. This list does not include all i3/NG9-1-1 required fields.

Descriptive Name	Example	Type
RCL Unique ID	13575@county.st.us	A
Left From Address	101	N
Left To Address	199	N
Right From Address	102	N
Right To Address	198	N
Street Name Pre Directional*	S	A
Street Name*	Main	A
Street Name Post Type*	ST	A
Street Post Directional*	N	A
ESN Left	356	A
ESN Right	356	A
MSAG Community Name Left	Smithville	A
MSAG Community Name Right	Smithville	A

*Street name elements should be parsed and abbreviated to match existing/legacy ALI/MSAG format.

A = Alpha Numeric/Text/String field

N = Number field

Note: For ongoing TDMS, if any of the above fields or associated attributes are not available in the RCL data, AT&T can discuss various options and alternatives with the Customer.

The Service is an IP based emergency (9-1-1) call routing solution designed for use in the nationwide transition and adoption of Next Generation 9-1-1 (NG 9-1-1) technology.

The AT&T Emergency Service IP Network™ (AT&T ESInet™) Service Guide consists of the following parts:

- Service Description (SD)
- Service Level Agreement (SLA)

In addition, the attached General Provisions apply.

Service Description (SD)

1. Geographic Availability

The Service is available within the continental United States of America to State, County, Regional 9-1-1 authority or other government entity responsible for providing 9-1-1 service. The Service is not available to federal agencies, the military or entities that design their own emergency response systems.

2. General Description

The Service is a resilient call routing service that bundles AT&T's nationwide IP network and 9-1-1 services to route and deliver 9-1-1 calls from Originating Service Provider (OSP) to a designated Public Safety Answering Point (PSAP). The originating call received from an OSPs' networks is routed through AT&T's network to the Next Generation Core Services (NGCS) IP-based 9-1-1 application systems that identify the PSAP to which the call should be delivered. The call can be routed over an available fully redundant AVPN network to the Network Terminating Equipment (NTE) located at the appropriate PSAP. The Service is designed to handle call routing and delivery of IP-based 9-1-1 voice calls and data. In addition to supporting VoIP calls from mobility and land lines, the Service also supports SMS to 9-1-1 text messaging, location-based services such as Automatic Location Identification (ALI) and Automatic Number Identification (ANI) over a managed IP network.

The Service is designed to support the applicable functional elements to the National Emergency Number Association (NENA) i3 Standards, NENA Technical Standard 08-003. The Service supports call delivery to both IP-enabled NENA i3 PSAP CPE hosts as well as legacy PSAP CPE hosts that are not yet IP -capable.

Collectively, these capabilities are referred to as the "Service".

3. Connections to AT&T ESInet™ Service

3.1 Originating Service Providers (OSP) and 9-1-1 System Service Providers

The Service supports both TDM/SS7 format into the LNG and SIP/IP ingress into the AT&T ESInet™. The Service provides two Points of Interface (POIs) to enable each Originating Service Provider (OSP) and/or 9-1-1 System Service Provider (9-1-1 SSP) to deliver originating 9-1-1 calls to the Service ingress in a TDM format. The Service supports protocol conversion between TDM and IP at the Legacy Network Gateway (LNG). OSP and 9-1-1 SSP may also choose to deliver originating 9-1-1 calls in an IP format directly to designated AT&T ESInet™ core sites.

For regions where an AT&T affiliate is the current provider of 9-1-1 emergency call routing services, AT&T can provide a complete list of Originating Service Providers., including Mobile Position Center (MPC) and Voice Positioning Center (VPC) service providers upon contract execution. For regions where AT&T is not the current provider of 9-1-1 emergency call routing services, the Customer is responsible for provide a complete list of their Originating Service Providers, including Mobile Position Center (MPC) and Voice Positioning Center (VPC) service providers upon contract execution. Customer shall cooperate with AT&T in notifying the applicable OSP, MPC and VPC of the network changes and in preparing any other documents necessary to implement the network changes. Failure to provide a complete list may result in delays in network notifications going to the OSPs, MPC and VPC. These delays may result in a postponement of the Service Activation Commitment Date.

Both AT&T and the Customer shall cooperate in ensuring that all OSPs connect to the AT&T ESInet POIs, at a time designated jointly by the Customer. When requested, Customer shall grant AT&T documented authority (e.g., a Letter of Authorization or other similar documentation) in order to act on PSAP's behalf in, among other things: notifying affected OSPs that AT&T is the new provider of emergency call routing services to PSAPs; designating the AT&T ESInet POIs as the PSAP's point of delivery of 9-1-1 traffic; notifying OSPs as to any new requirements for the OSPs' delivery of 9-1-1 traffic to the AT&T ESInet POIs, including trunking requirements; and notifying affected OSPs of the terms and conditions pertaining to their delivery of 9-1-1 traffic to the AT&T ESInet POIs. When necessary, PSAP shall cooperate in taking all reasonably required regulatory actions to ensure that OSPs to begin delivering 9-1-1 traffic to the AT&T ESInet POIs, including bringing complaints or other similar proceedings to the state's regulatory authorities and/or the FCC.

Customer acknowledges that the migration of OSPs to the AT&T ESInet POIs will be a gradual process and that during this transition some OSPs will continue to deliver their 9-1-1 traffic to Customer's former provider of emergency call routing services. Customer agrees to maintain and pay for its existing emergency call routing services with its current service provider, including, but not limited to, selective routers and emergency traffic trunking arrangements, until such time as AT&T informs Customer that such arrangements are no longer necessary and may be discontinued.

3.2 Legacy Connection

The legacy connection is the point where the OSP TDM trunk terminates on the AT&T ESInet™ i.e. a point of interface (POI or demarcation) from the OSP and if applicable, the incumbent Legacy Selective Router to the AT&T ESInet.

3.3 ESInet Network Connection

The Service offers PSAP Customers primary and secondary connections to the ESInet. AT&T recommends secondary and diverse connections for redundancy to each PSAP or Host. If Customer orders a primary and secondary connection AT&T will provide AT&T VPN port POP diversity, where available. One Local Access Connection is required for each AT&T ESInet network connection.

(See access diversity and special construction as specified in the Local Access Connections section of this Service Description).

Each PSAP Customer ESInet network connection includes the following components: (i) MPLS port used to communicate with the core call processing node; (ii) Network Termination Equipment (NTE); (iii) installation, including basic inside wiring; and (iv) NTE maintenance and ongoing management.

3.4 Local Access Connections

The Service requires a Local Access Connection (LAC) for each ESInet network connection. The LACs provide the local loop to connect the ESInet network connection NTE to the AT&T MPLS port. Local Access with route diversity can be provided via diverse serving wire centers, where available, between the primary and secondary connections. In addition, layer 2 ethernet access POP diversity can be provided, where available, for the LAC and the primary and secondary connections.

4. 9-1-1 Call Routing Functions

The Service provides routing functions to process inbound emergency calls from the source location to a Valid Destination. "Valid Destination" means correct primary or alternative PSAP, PSTN, or tone/treatment. The Service performs routing which utilizes legacy tabular ALI records or PSAP provided geo-spatial records.

4.1 monthly recurring charge (MRC) for call routing services are set forth in Pricing Schedule. Automatic Location Identification (ALI)

If AT&T administers the ALI database, the Service will include conversion from legacy ALI to the AT&T ESInet™ ALI services. If AT&T does not administer the ALI database (Foreign ALI), the Service will support the following functions:

- update file from the legacy Selective Router Database (SRDB),
- accept Function of Code Routing (FOCR) feed, and
- support legacy ALI query bid functionality.

Additional cost may apply for connections to Foreign ALI databases.

Customer is responsible for the maintenance, validation and accuracy of the ALI.LDB GIS/MSAG data and any Foreign ALI service provider charges.

4.2 Call Transfer/Bridging

The Service supports 9-1-1 call delivery as well as advanced calling features such as conference bridging and call transfers. The Service does not support the initiation of outbound calls. The initial PSAP telecommunicator and subsequent call handlers may bridge one or more participants to the call. The Service also supports the ability for a call taker to manually transfer a call. For PSAP to PSAP transfers between entities that are utilizing AT&T ESInet™, the transfer will include location information provided the destination is an i3 PSAP. The Service also allows transfers off of the AT&T ESInet service utilizing Voice over Internet Protocol (VoIP) technology to any Public Switched Telephone Network (PSTN) telephone number.

If customer requires, the Service will enable 9-1-1 call transfers to neighboring PSAPs not on the ESInet but served by a foreign legacy selective router. If available, these call transfers will include ANI data passed to the PSAPs call handling CPE.

4.3 Text to 9-1-1 Routing

Where Text to 9-1-1 is available, the Service enables PSAPs to receive emergency requests via SMS text messages by connectivity from the Text Control Center (TCC) to the PSAP through AT&T ESInet. The Service's designated TCC may receive messages originated from other TCCs. The Service supports text routing and delivery to a PSAP TTY device and IP enabled PSAP call handling CPE. The Service does not support delivery of text message to a PSAP web browser.

The Service provides Text to 9-1-1 routing functions to process inbound SMS emergency requests from the TCC to a Valid Destination and can use policy routing rules as defined by the PSAP including alternate routing and overflow calls.

The Service utilizes private MPLS connectivity and Class of Service (CoS) packet prioritization to promote optimal delivery of text and voice calls. Once received by the Service, text and voice delivery to the PSAP does not traverse the public internet.

The PSAP is responsible for establishing Text to 9-1-1 service (https://www.fcc.gov/general/psap-text-911-readiness-and-certification-form), and all text

to 9-1-1 compatible call handling equipment (CHE). PSAP CHE must be capable of receiving IP messages on standard (NENA i3 and ATIS J-STD-110 defined) IP interfaces (SIP/MSRP). PSAPs would need to work with their CPE provider to determine the correct CHE version that supports MSRP text delivery and any associated software licenses and maintenance support of PSAP CHE used to support text to 9-1-1. The customer is also responsible for obtaining necessary jurisdictional agreements required for definition and implementation of Text to 9-1-1 policy routing rules.

5. Equipment

5.1 Network Termination Equipment

The AT&T ESInet™ Network Termination Equipment is shipped to customer and installed by AT&T at each contracted PSAP or host location. Customer is responsible for the storage of the equipment. The AT&T ESInet™ equipment includes a cabinet with a router; a switch; and other network edge elements for connections, to either a TDM- or IP- enabled PSAP or host. Customer is responsible for ensuring that suitable space, power, ground, and environmental controls are available for the NTE.

5.1.1 Network Termination Equipment Installation

- Inside wire extensions related to the installation of the NTE include the following:
  - AT&T will provide and install/ test two (2) 4-pair plenum rated, unshielded twisted pair (UTP) CAT5e cables - up to two hundred (200) feet
  - AT&T will install up to two (2) 2-port surface mount block with RJ-45 snap-in jacks (or similar configuration) and four (4) 10ft non-plenum rated CAT5e patch cords.
- Installation and basic inside wiring limitations:
  - Ceiling can be no more than 10 feet in height in any areas, are open and free of insulation or other obstructions, has easily accessible drop-in panels or is solid with easy access crawl space.
  - Walls are open to run cable through, are free of insulation or other obstructions, and are easily fishable.
  - All existing conduits/inner ducts that are to be used are free and clear with pull strings, adequate pull boxes, and sufficient capacity for installations are required. All conduits/inner ducts must be owned by the customer.
  - Special equipment is not required (e.g. scissors lifts, extension ladder, hammer drill, concrete saw, jackhammer, etc.).
  - Sufficient space in the computer room, telephone closet, equipment room, or electrical room to install cables.
  - No work shall be done in any area that has been certified or suspected as being an asbestos hazard.
- Exclusions:

  The following are not included with the inside wire extensions and may be addressed in the Change Control Process for an additional charge:

  - Removal and/or replacement of interlocking ceiling tiles.
  - Core drilling, conduit/inner duct material and placement or sleeve placement.
  - Installation of backboards.
  - Signal repeaters/extenders and media convertors.
  - Patch panels.
  - Any wire racks, J-hooks or any other form of formal wire management.
  - All copper extensions exceeding two hundred (200) feet.
  - All fiber/optical/coax extensions.
  - Wire molding.
  - Power/communication poles.

5.1.2 NTE maintenance and ongoing management

The Service includes maintenance support and ongoing management of the Network Terminating Equipment at the Customer premise.

6. PSAP Deployment Configurations

The Service demarcation point is at the Network Terminating Equipment at each call handling host location. The PSAP CPE may include IP routers, ethernet network switches and optional legacy PSAP gateways for non-IP enabled PSAPs. The Customer is responsible for the call handling equipment (PSAP CPE) and LAN/WAN network connectivity between the call handling host and the NTE. Customer is responsible for compatibility of PSAP CPE connected to AT&T ESInet and all associated licenses, maintenance, upgrades, integration testing and support issues arising out of or related to such PSAP CPE.

The PSAP can choose from one of the following deployment configurations:

Legacy PSAP

Supports non-IP enabled PSAPs that require the use of Centralized Automated Message Accounting (CAMA) signaling for the PSAP CPE.

Locally Hosted IP PSAP

Supports locally hosted PSAP IP call handling controller utilizing either NENA i3 or ATIS RFAI protocols.

Host/Remote

Supports PSAP customers that utilize a centrally hosted call handling controller to provide call delivery to multiple PSAPs e.g., multi-node deployments.

7. Monitoring

The Service shall be managed and monitored 7x24x365 to detect anomalies and disruptions in connectivity for call delivery.

8. Reports

The Service provides standard call metric reports with data on calls received by the PSAP upon request. The standard call metric reports are listed below:

- Event counts per hour
- Event counts by routing reason and destination
- Event counts by type
- Event counts by incoming trunk group
- Bridge call summary
- Routing database processing
- Event setup time

9. Professional Services

The Service includes installations work as specified in the PSAP Deployment Configurations section, the ESInet Network Connections section and the NTE Installation section of this Service Guide. If during the site survey, it is determined that additional installation is required, then additional installation and material charges will apply as detailed in a separate Statement of Work (SOW) utilizing the AT&T change control process. For example, additional installation and materials, (e.g.: extra wiring or creating a suitable environment for the NTE and/or PAD) may be needed to maintain a proper ESInet Network Connection.

At the Customer's request, installation and/or non- service affecting maintenance may be performed outside the Company's regular business hours or in hazardous locations. In such cases, charges based on cost of the actual labor, material, or other costs incurred by or charged to the Company will apply. If installation is started during regular business hours but, at the Customer's request, extends beyond regular business hours into time periods including, but not limited to, weekends, holidays, and/or night hours, additional charges may apply.

10. Service Components: Billing and Pricing

10.1 Legacy Connections

The legacy connection is billed at a rate per DS0 port on a monthly basis at the rates set forth in Contracting Customer's Pricing Schedule.

Legacy E9-1-1 charges may continue to apply during and after the transition to AT&T ESInet as per applicable tariffs or Contracting Customer agreement with Customer's legacy E9-1-1 provider. Such charges are Contracting Customer's responsibility and not that of AT&T.

10.2 ESInet Network Connections

The ESInet Network Connections are determined based on the Customer's requirements for port speed and on the number of concurrent calls into each PSAP or host location or host as set forth in the table below. AT&T will bill Customer for the applicable ESInet Network connections at the prices set forth in Customer's Pricing Schedule.

ESInet Network Connections	
AVPN Port Speed	**Maximum Number of Concurrent Calls**
3 Mbps	30
6 Mbps	60
10 Mbps	100
20 Mbps	200
50 Mbps	500
100 Mbps	1000

10.3 ESInet 9-1-1 Call Routing

The Service will support 9-1-1 call routing as described in S.D. 1.2 (9-1-1 Call Routing Functions) of this Service Guide. ALI charges are included in the ESInet 9-1-1 Call Routing population tiers as set forth in Customer's Pricing Schedule.

10.4 Local Access Connections

The Customer is responsible for the monthly recurring fees for both the primary and secondary local access connections. Charges for the Local Access Connections will be billed at the rate set forth in Customer's Pricing Schedule. In addition, the Contracting customer will be responsible for any Special Construction charges, if applicable, (as detailed in the General Provisions) that may be required in order to support Local Access Diversity. Special Construction charges will be billed at the rates agreed upon by Contracting customer and AT&T.

10.5 Professional Services

Professional Services that are purchased in connection with the Service will be detailed in a separate Statement of Work (SOW).

10.6 Other Charges

Secondary or Backup PSAPs (Optional Feature)

The Service provides for an optional secondary or backup PSAP as may be requested by Customer.

Secondary PSAP

As an optional service, the Service will support secondary PSAPs in the jurisdiction of the primary PSAP. A secondary PSAP will only receive calls transferred from a primary PSAP. Primary ESInet Network connection is required and Secondary ESInet Network Connections is recommended at the Secondary PSAP. No additional ESInet 9-1-1 Call routing charges apply to Secondary PSAPs.

Backup PSAP

As an optional service, the Service will support back up PSAPs in the service area of the primary PSAP, such as an Emergency Operations Center (EOC). Backup PSAPs will only receive calls during periods when a Primary PSAP has been abandoned, or otherwise rendered incapable of receiving calls. Primary ESInet Network Connection is required and Secondary ESInet Network Connections is recommended at the Back up PSAP. No additional ESInet 9-1-1 Call Routing charges apply to Backup PSAPS.

Charges for Secondary PSAPs and Backup PSAPs will be billed at the rates set forth in Contracting customer's Pricing Schedule.

11. Service Activation and Billing

- Service Activation Committed Date

AT&T will establish a Service Activation Committed Date after receipt of a Service Order. The Service Activation Committed Date is the mutually agreed upon date that a new, moved or changed service component will be made available to customer.

- Service Activation Date and Service Activation

The Service Activation Date for the Service and/or Service Component occurs when AT&T provides notice that the Service transition is complete and the Service and /or Service Component is available for use by the PSAP or Host location. Service Activation is deemed to have occurred regardless of the readiness of the Customer Premise or the provision status of other Customer components.

Customer has 30 days from AT&T's notice of Service Activation to provide written notice of any issues with the Service. Upon completion of such corrective actions AT&T shall provide a new notice of Service Activation, and the Customer will have 30 days from receipt of the new Service Activation Date to provide AT&T written notice on any remaining issues with the Service.

If Contracting customer does not provide written notice of an issue by the end of 30 days, then it shall be deemed that Contracting customer accepted the Service.

- Billing

AT&T ESInet Service charges are applicable upon Service Activation of the Service.

If AT&T is unable to install or otherwise complete the Service Activation due to a delay caused by Customer (including the Customer or Customer Site not being ready), AT&T may begin billing for the Service and/or Service Component.

12. Order Cancellation

The Minimum Payment Period (MPP) for each service component provided by AT&T ESInet is noted in the Pricing Schedule. The Minimum Payment Period will start upon Service Activation. If the Contracting customer terminates Service or a service component at a Site prior to the completion of a Minimum Payment Period, Contracting customer shall pay Termination Charges for services equal to one-hundred percent (100%) of the monthly recurring charges for the months remaining in the MPP per service component.

For local access and special construction, an equitable adjustment in the contract price shall be made to AT&T for completed service, including amounts that are due to any Local Access provider(s), but no amount shall be allowed for anticipated profit on unperformed services.

13. Policies and Procedures

Customer shall be responsible for complying with the policies and procedures for the use of AT&T ESInet that AT&T may issue from time to time. Any policies and procedures issued by AT&T shall not take precedence over the terms of Customer's agreement, Contracting customer's Pricing Schedule or this Service Guide. Such policies and procedures will address, among other things, ordering procedures, customer service issues and maintenance windows

14. Glossary

Glossary	
Term/Acronym	**Description/Definition**
9-1-1	A three-digit telephone number to facilitate the reporting of an emergency requiring response by a public safety agency.
Aggregation Sites	A regional AT&T Central Office location that houses the Legacy Network Gateway (LNG) which delivers IP traffic to a Core Processing Node, and has the ability to convert legacy TDM traffic to IP traffic.
Automatic Location Identification (ALI)	The automatic display at the PSAP of the caller's telephone number, the address/location of the telephone and supplementary emergency services information of the location from which a call originates.
Automatic Number Identification (ANI)	Telephone number associated with the access line from which a 9-1-1 call originates.
AT&T Virtual Private Network (AVPN)	An encrypted tunnel between a pair of network components that provides secure communications across a public network like the Internet.
Border Control Function (BCF)	Provides session border control and firewall functionality in accordance with the NENA 08-003 specification. The BCF inspects, modifies and controls Session Initiation Protocol (SIP) signaling and associated media where the ESInet and agency interconnect and where the ESInet connects with service provider networks. The BCF mitigates security threats, resolves interoperability problems and ensures reliable SIP-based communications.
Call Bridging	The act of adding an additional party to an existing call; i.e., the origination of another leg on an existing call to include an additional party. With Call Bridging, the party adding the additional party remains connected to the call after the additional party is added
Call Routing	The capability to selectively route the 9-1-1 call to the appropriate PSAP.
Call Transfer	The act of adding an additional party to an existing call; i.e., the origination of another leg on an existing call to include an additional party. With Call Transfer, the party adding the additional party may disconnect before the additional party answers.
Centralized Automatic Message Accounting (CAMA)	An automatic message accounting system that records data regarding user-dialed calls and serves more than one switch from a central location.
Central Office (CO)	A telephone company building in which telephone equipment is installed and where the outside cable plant connects to the Central Office switches. The location where telephones are switched in the local loop. Also called a local office or end office. A Local Exchange Company (LEC) location from which it furnishes telecommunications services.
Class of Service (CoS)	A parameter used in data and voice protocols to differentiate the types of payloads contained in the packet being transmitted. The objective of such differentiation is generally associated with assigning priorities to the data payload or access levels to the telephone call.

Glossary	
Term/Acronym	**Description/Definition**
Contracting Customer	Contracting Customer refers to the entity that has entered into a contract with AT&T for the purchase of AT&T ESInet service; however, it may not be the same entity as the Customer using AT&T ESInet. For example, a State may contract for AT&T ESInet service on a statewide basis and will be considered the Contracting Customer, while individual PSAPs using AT&T ESInet within the State are considered Customers. The Contracting Customer may be the same as the Customer, e.g., where a PSAP both contracts for and uses the AT&T ESInet™ service.
Core Call Processing Node	A common computing infrastructure that enables centralized IP call routing services and application control and management for the overall AT&T ESInet™ solution infrastructure
Customer	Customer means a municipality or other state or local government unit, or an authorized agent of one (1) or more municipalities or other state or local government units to whom authority has been lawfully delegated to respond to public emergency telephone calls, at a minimum, for emergency police and fire services through the use of one (1) telephone number (9-1-1) and which have purchased and are using AT&T ESInet™ Service, Customers may consist of one PSAP or several PSAPs, in which case, such PSAPs are "affiliates" of the Customer.
Customer Premises	A location designated by the Customer for the purposes of connecting to the Service(s).
PSAP Customer Premises Equipment (CPE)	Refers to equipment provided by Customer at the demarc on Customer Premises.
E9-1-1	A telephone system which includes network switching, database and Public Safety Answering Point premises elements capable of providing automatic location identification data, selective routing, selective transfer, fixed transfer, and a call back number. The term also includes any enhanced 9-1-1 service so designated by the Federal Communications Commission in its Report and Order in WC Docket Nos. 04-4-46 and 05-196, or any successor proceeding.
Emergency Call Routing Function (ECRF)	A functional element in an ESInet which is a LoST protocol server where location information (either civic address or geo-coordinates) and a Service URN serve as input to a mapping function that returns a URI used to route an emergency call toward the appropriate PSAP for the caller's location or towards a responder agency.
Emergency Service IP Network (ESInet)	ESInets use broadband, packet switched technology capable of carrying voice plus large amounts of varying types of data using Internet Protocols and standards. ESInets are engineered, managed networks, and are intended to be multi-purpose, supporting extended Public Safety communications services in addition to 9-1-1.
Emergency Service Number (ESN)	An ESN is a number, typically three to five digits in length, that maps to a primary 9-1-1 call handler (usually a PSAP), and a set of emergency service agencies (e.g., law enforcement, fire, emergency medical) service that serve a specific range of addresses within a particular geographical area, or Emergency Service Zone (ESZ).
Emergency Services Routing Proxy (ESRP)	An i3 functional element which is a SIP proxy server that selects the next hop routing within the ESInet based on location and policy. There is an ESRP on the edge of the ESInet. There is usually an ESRP at the entrance to an NG9-1-1 PSAP. There may be one or more intermediate ESRPs between them.

Glossary	
Term/Acronym	**Description/Definition**
End Office (EO)	The telephone-switching center that initiates a 9-1-1 call. Also known as Central Office (CO).
Function of Code Routing (FOCR)	A standard vehicle for exchanging the information needed to enable selective routing and ALI steering between competitive database providers.
Geographic Information System (GIS)	A system designed to capture, store, manipulate, analyze, manage, and present all types of spatial or geographical data.
I3 Public Safety Answering Point (i3 PSAP)	A PSAP that is capable of receiving IP-based signaling for delivery of emergency calls and for originating calls and is conformant to NENA specifications for such PSAPs.
Internet Protocol (IP)	A protocol used for communicating data across a packet switched internetwork using the Internet Protocol Suite (TCP/IP).
Legacy Network Gateway (LNG)	A signaling and media interconnection point between callers in legacy wireline/wireless originating networks and the i3 architecture, so that i3 PSAPs are able to receive emergency calls from such legacy networks.
Legacy PSAP Gateway (LPG)	An NG9-1-1 Functional Element which provides an interface between an ESInet and an un-upgraded PSAP. Ref: NENA 08-003
Legacy Selective Router (LSR)	The LSR provides an interface between a 9-1-1 Selective Router and an ESInet, enabling calls to be routed and/or transferred between Legacy and NG networks. A tool for the transition process from Legacy 9-1-1 to NG9-1-1.
Local Access Connection (LAC)	The physical link or circuit that connects the telecommunication service providers network to the AT&T ESInet demarcation point
Mobile Positioning Center (MPC)	The MPC is a Functional Entity that provides an interface between the wireless originating network and the Emergency Services Network. The MPC/GMLC retrieves, forwards, stores and controls position data within the location services network. It interfaces with the location server (e.g., Position Determining Entity (PDE)) for initial and updated position determination. The MPC/GMLC restricts access to provide position information only while an emergency call is active.
Multiprotocol Label Switching (MPLS)	A type of data-carrying technique for high-performance telecommunication networks. MPLS directs data from one network node to the next based on short path labels rather than long network addresses, avoiding complex lookups in a routing table.
National Emergency Number Association (NENA)	The National Emergency Number Association is a not-for-profit corporation established in 1982 to further the goal of "One Nation-One Number." NENA is a networking source and promotes research, planning and training. NENA strives to educate, set standards and provide certification programs, legislative representation and technical assistance for implementing and managing 9-1-1 systems.
Network Termination Equipment (NTE)	Company provided equipment that allows proper connections, management and monitoring to either a legacy or IP enabled PSAP or Host. Equipment may include: cabinets with Router, Switch or other Network edge equipment.
Nonrecurring Charge (NRC)	The initial charge, usually assessed on a one-time basis, to initiate and establish service.

Glossary	
Term/Acronym	**Description/Definition**
Next Generation 9-1-1 (NG 9-1-1)	NG 9-1-1 is an Internet Protocol (IP)-based system comprised of managed Emergency Services IP networks (e.g., AT&T ESInet™), functional elements (applications), and databases that replicate traditional E9-1-1 features and functions and provides additional capabilities. NG9-1-1 is designed to provide access to emergency services from all connected communications sources and provide multimedia data capabilities for Public Safety Answering Points (PSAPs) and other emergency service organizations.
Offnet	Other networks or telephone numbers outside of the Customer AT&T ESInet. For example: non-emergency stations outside of the Customer contracted ESInet.
Originating Service Provider (OSP)	The telephone service provider that will be delivering NG 9-1-1 traffic to the AT&T ESInet™ via the AT&T DACS.
PSAP Abandonment Device (PAD)	The PAD is a device that can be used when a PSAP is abandoned due to a catastrophic event or to support manned versus un-manned operating hours.
Points of Interconnection (POIs)	Used to show the physical interface between two different carriers, such as a local exchange carrier (LEC) and a wireless carrier or an LEC and an Interexchange Carrier (IXC). This demarcation point often defines responsibility as well serving as a point for testing.
Points of Presence (POP)	The point at which two or more different networks or communication devices build a connection with each other.
Public Safety Answering Point (PSAP)	Public Safety Answering Point (PSAP): An entity responsible for receiving 9-1-1 calls and processing those calls according to a specific operational policy.
Public Switched Telephone Network (PSTN)	The network of equipment, lines, and controls assembled to establish communication paths between calling and called parties in North. America. The phone system, including the Network.
Recurring Charges	The charges to the Customer, usually monthly, for services, facilities and equipment, that continue for the agreed upon duration of the service.
Selective Router Data Base (SRDB)	The routing table that contains telephone number to ESN relationships which determines the routing of 9-1-1 calls.
Session Initiation Protocol (SIP)	A signaling protocol, widely used for setting up and tearing down multimedia communications sessions such as voice and video calls over the internet.
Service Activation Commitment Date	The mutually agreed upon date that a new, moved or changed service component will be made available to customer.
Signaling Transfer Point (STP)	A router that relays SS7 messages between signaling end-points (SEPs) and other signaling transfer points (STPs). Typical SEPs include service switching points (SSPs) and service control points (SCPs).
Short Message Service (SMS)	A service typically provided by mobile carriers that sends short (160 characters or fewer) messages to an endpoint. SMS is often fast, but is not real time.
Text Control Center (TCC)	In the Text to 9-1-1 service the Text Control Center (TCC) network element provides the interworking function between SMS messages from/to a Commercial Mobile Service Provider (CMSP) and to/from the PSAP.
TTY Device	A type of machine that allows people with hearing or speech disabilities to communicate over the phone using a keyboard and a viewing screen. It is sometimes called a TDD.

Glossary	
Term/Acronym	**Description/Definition**
Time Division Multiplexing (TDM)	A digital multiplexing technique for combining a number of signals into a single transmission facility by interweaving pieces from each source into separate time slots.
Telephone Number (TN)	A unique combination of ten digits that identifies the equipment used to place and receive calls.
Trunk	A network communication path connecting two switching systems. A Central Office circuit terminating in the telephone equipment on the customer's premises. A circuit between CO and the PSAP.
Valid Destination	The correct primary or alternate PSAP, PSTN or tone/treatment designated by the PSAP.
Voice over Internet Protocol (VoIP)	Technology that permits delivery of voice calls and other real-time multimedia sessions over IP networks.
VoIP Positioning Center (VPC)	The VoIP Positioning Center (VPC) is the element that provides routing information to support the routing of VoIP emergency calls and cooperates in delivering location information to the PSAP over the existing ALI DB infrastructure. The VPC supports access to the routing data in the ERDB.

Service Level Agreement (SLA)

1. General AT&T ESInet™ SLA Terms

1.1. General SLA Terms

AT&T has established performance objectives for its AT&T ESInet™ Service. While AT&T does not guarantee performance, AT&T will provide credits to an eligible Customer when a performance objective is not met. The performance objectives and the associated credits shall be referred to as a Service Level Agreement or "SLA." If an SLA states that a Customer is eligible for an AT&T ESInet SLA credit, this means that the Customer is eligible to receive specified credit associated with a missed service level objective, subject to the terms, definitions and any exclusions or limitations stated herein. All SLA credits are limited to, and will be credited against, Customer's MRCs for call routing services at an affected Customer site.

1.1.1. Definitions

"Outage" is defined as an occurrence within the AT&T ESInet Service (including managed NTE and/or the AT&T-provided access) that results in the inability of Customer to receive or transfer ESInet calls for more than one minute.

"Maintenance" time can be either for "Scheduled Maintenance" or "Emergency Maintenance". "Scheduled Maintenance" is maintenance, repair or updating activities that are performed during a maintenance window established by AT&T or a maintenance window agreed to by AT&T and Customer. AT&T may also perform Scheduled Maintenance by providing Customer a minimum of five (5) business days' notice prior to the day the Scheduled Maintenance will occur. "Emergency Maintenance" is unscheduled maintenance, repair or updating activities that are necessary in order to protect AT&T facilities, network services or the security of Customer equipment or property. AT&T will attempt to provide reasonable notice to the Customer when AT&T determines that it is required to perform Emergency Maintenance prior to the maintenance activity being performed.

1.1.2. SLA Claims

To be eligible for a SLA Credit, Customer must: (a) open a trouble ticket within 2 weeks of the day AT&T failed to meet the SLA performance objective or that customer otherwise became eligible for the SLA service credit.; (b) notify AT&T in writing of a claim within 30 days of the performance objective failure, pursuant to the notice provisions of their Agreement. All claims submitted by Customer shall include the AT&T trouble ticket number or provisioning order number, date and time of the Outage or the other event that Customer believes makes it eligible for a SLA credit. AT&T shall verify and determine Customer's eligibility for an SLA service credit.

1.1.3. SLA Claims Limitations

Any SLA credit paid to Customer shall constitute the sole and exclusive remedy available to Customer for a failure by AT&T to meet a performance objective. Customer may only receive Service credits equal to one (1) month's Covered Charge for any affected PSAP in a given calendar month.

1.2. SLA Exclusions

SLAs do not apply if Customer and AT&T agree to another remedy for the same interruption, deficiency, degradation, or delay affecting the Service Component subject to the SLA.

AT&T is not responsible for failure to meet an SLA resulting from:

- Negligent conduct or misuse of the Service by Customer;
- The failure or deficient performance of power, equipment, services or systems not provided/maintained by AT&T;
- The conduct or performance of a third party service provider providing service to Customer;
- A PSAP/Host location that has not been actively in-use (e.g., calls made to or from the PSAP/Host location) for a minimum of 30 calendar days; provided, however, such exclusion does not apply to the On Time Provisioning SLA.);
- Customer requested or caused delays or Customer's election to not release a Service Component for testing and/or repair;
- Force Majeure;
- Service interruptions, deficiencies, degradations or delays:
  - Due to network or LAN components not provided by AT&T;
  - Due to ESInet network connections or local access where complete physical access and POP diversity to the PSAP or Host location is not provided;
  - Due to access lines or Customer Premise Equipment ("CPE"), whether provided by AT&T or others (except as specifically provided in a particular SLA), including CPE trunk volume;
  - Due to actions taken by Customer resulting in call quality issues (e.g., CPE trunk volume power too high/low, customer equipment.);
  - Due to the failure of PSAP call handling equipment and software;
  - Due to the time period when AT&T or its agents were not afforded access to the premises where access lines associated with the AT&T transport service are terminated or AT&T CPE is located;
  - During Maintenance of a Service Component, or for the implementation of a Customer order;
  - Due to insufficient bandwidth/concurrent call capacity ordered by Customer. (See table in section 2.2 ESI Network Connections of the Service Guide for ESInet Network Connections);
  - Due to faults or failures by Originating Service Providers;
  - Due to testing and/or repair related to the use of a Service Component by Customer;
  - Due to failed test call(s) of less than 10 (ten) seconds; and
  - When a PSAP receives less than 20 calls per day for purposes of the Voice Quality SLA.

For all SLA claims, if the same occurrence causes AT&T to fail to meet more than one SLA applicable to a Customer Site, Customer is eligible to receive a credit under only one SLA. Additionally, Customer may receive:

- Credits for an affected Customer Site in a given month equal to the total discounted monthly Covered Charge for the Site in a given calendar month.

Use of Alternate Service: If Customer elects to use another means of communications during the period of interruption, Customer is solely responsible for the alternate communication service, including any associated charges.

2. Service Level Agreement Performance Objectives

2.1. SLA On-Time Provisioning

The performance objective for the On-Time Provisioning SLA relates to activating a new PSAP or Host location for the Service by the Service Activation Committed Date. The Service Activation Committed Date is the mutually agreed upon date that a new, moved or changed Service and/or Service Component will be made available to customer. The Service Activation Date for the Service is the date AT&T provides notice that the Service is available for use by the PSAP or Host location. ("Service Activation").

If AT&T does not meet this performance objective for On-Time Provisioning SLA, Customer may be entitled to a one time SLA credit equal to one (1) month's discounted MRCs for call routing service for the applicable Service site, after the Service Activation is completed.

2.2. Service Availability/Time to Restore SLA

The performance objective for the Site Availability/Time to Restore SLA is for the Service Site Availability to be 100%.

Time to Restore is measured from when a trouble ticket is opened by AT&T Customer Care and Customer releases the affected Service Component(s) to AT&T (in cases where it is necessary for AT&T to diagnose and/or restore a Service Component into use) until the time AT&T Customer Care makes its first attempt to notify Customer that the issue has been resolved and the Service Components are restored and available for Customer to use.

If AT&T does not meet this performance objective, Customer may be eligible for a Site Availability/Time to Restore SLA credit equal to the Customer's total discounted MRCs for call routing services for the affected PSAP sites, multiplied by a percentage based on the duration of (Time to Restore) the Outage, as set forth in the Site Availability/Time to Restore SLA Credit Table below.

Site Availability/Time to Restore SLA Credit Table		
Time to Restore - Equal to or Greater Than	**Time to Restore - Less than**	**Credit Percentage**
1 minute	2 hours	5%
2 hours	4 hours	10%
4 hours	8 hours	15%
8 hours	16 hours	20%
16 hours	> 16 hours	40%

2.3. PSAP Call Delivery

The performance objective for the PSAP Call Delivery SLA is for calls received into the Service in any given calendar month delivered to a Valid Destination.

The PSAP Call Delivery SLA is not met in a calendar month if AT&T fails to deliver to a Valid Destination:

- one (1) or more call(s) if fewer than 100,000 calls are presented in a calendar month, or
- more than 001% of the total calls if 100,000 or more calls are presented in a calendar month.

If AT&T does not meet this performance objective and fails to remedy the issues within one (1) month following the month AT&T did not meet its performance objective, Customer may be entitled to a one time SLA credit equal to 5% of the discounted MRCs for call routing services for the impacted PSAP.

2.4. SLA Voice Quality

The performance objective for Voice Quality SLA is for the Daily Predicted MOS (PMOS) value per PSAP to be 3.5 or more for G.711 codec as measured by AT&T, where the ideal PMOS score for the G.711 codec is 4.3. The Service will monitor the IP audio packets from the AT&T ESInet demarcation point into the Core Call Processing Nodes and from the PSAP (from the Customer demarcation point) into the Core Call Processing Nodes. The Daily PSAP PMOS value will be based on an average of the per call PMOS scores over a 24-hour calendar day.

If AT&T does not meet this performance objective and the Voice Quality SLA falls below the performance objective for three consecutive days in a given calendar month and AT&T is unable to restore Service to meet the performance objective within 30 days of the failure, the Customer may be entitled to a one time SLA credit equal to 5% of the discounted MRCs for call routing service for the impacted PSAP(s).