

RESOLUTION NO. A-\_\_\_\_\_

1 BE IT RESOLVED by the City Council of the City of Lincoln, Nebraska:

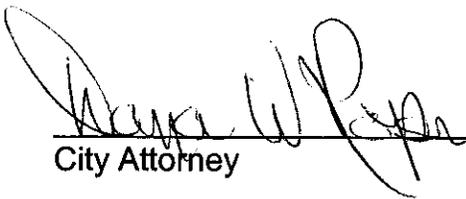
2 That the attached 9-1-1 ANI/ALI Database License Agreement, Addendum I,  
3 Selective Router Enhanced 9-1-1 Service between the City of Lincoln and Alltel, for the  
4 addition of Selective Routing service which automatically routes 911 calls to the public  
5 service answering point responsible for that location's public safety is hereby approved  
6 and the Mayor is authorized to execute said Addendum to the 9-1-1 ANI/ALI Database  
7 License Agreement on behalf of the City.

8 The City Clerk is directed to return one fully executed copy of said Addendum  
9 to the 9-1-1 ANI/ALI Database License Agreement to Don Herz, Finance Director, for  
10 transmittal to Alltel.

Introduced by:

\_\_\_\_\_

Approved as to Form & Legality:

  
\_\_\_\_\_  
City Attorney

Approved this \_\_\_ day of \_\_\_\_\_, 2003:  
  
\_\_\_\_\_  
Mayor

# CITY OF LINCOLN

Request for:  Ordinance  
 Resolution

(Do Not Write in this Space)

Bill Control No. 03R-191 Date: 7/14/03

Docketing Date 7/21; 7-28-03

(To Be Entered by City Clerk)

1:30 P.M.

<b>DATE</b> June 30, 2003	<b>REQUEST MADE BY</b> Julie Righter	<b>DEPARTMENT</b> Finance/911 Communications
<b>DESIRED DOCKET DATE:</b> 07/21/03	IF EMERGENCY, GIVE REASON (See Art. 5, Sec. 2 of Charter)	
<b>Emergency Measure Required:</b> <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		

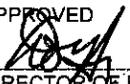
**REASONS OR JUSTIFICATION FOR PROPOSED LEGISLATION**

Addendum to existing Alltel contract for the addition of Selective Routing (SR) service which automatically routes a 911 call to the PSAP (public service answering point) responsible for that location's public safety.

**FILED**  
 CITY CLERK'S OFFICE  
 '03 JUL 1 PM 2 30  
 CITY OF LINCOLN  
 NEBRASKA

<b>REQUESTOR</b> <input type="checkbox"/> DOES <input checked="" type="checkbox"/> DOES NOT	WISH TO REVIEW AND APPROVE THIS ORDINANCE PRIOR TO ITS INTRODUCTION	 DIRECTOR'S SIGNATURE	<u>7/1/03</u> DATE
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**TO BE USED BY THE FINANCE DEPARTMENT**

BUDGET REVIEW	DATE:	ACCOUNT NUMBER AND APPROPRIATE BALANCES	DATE:	FUND AVAILABILITY APPROVED	DATE:
				 DIRECTOR OF FINANCE SIGNATURE	<u>7/1/03</u>

**DISTRIBUTION**

Return two (2) copies to City Clerk for Docket Number

**GENERAL FACT SHEET**

Fill-in form, tab to next field

BILL NUMBER 03R-191

BRIEF TITLE	APPROVED DEADLINE	REASON
Addendum I to contract with Alltel		
Selective Router Enhanced 911 Service		

**DETAILS**

**POSITIONS/RECOMMENDATIONS**

Addendum I to the 911 ANI/ALI database license agreement provides for Selective Routing (SR) service which automatically routes a 911 call to the PSAP (public service answering point).	Sponsor	Don Herz, Finance Director, City of Lincoln
	Program Departments, or Groups Affected	911 Communications Center
	Applicants/ Proponents	Applicant Julie Righter, Communications Coordinator 911 Communications Center  City Department Finance/911 Communications  Other
Discussion (Including Relationship to other Council Actions)	Opponents	Groups or Individuals  Basis of Opposition
	Staff Recommendations	<input type="checkbox"/> For <input type="checkbox"/> Against Reason Against
	Board or Commission Recommendation	BY <input type="checkbox"/> For <input type="checkbox"/> Against <input type="checkbox"/> No Action Taken <input type="checkbox"/> For with revisions or conditions (See Details column for conditions)
	CITY COUNCIL ACTIONS (For Council Use Only)	<input type="checkbox"/> Pass <input type="checkbox"/> Pass (As Amended) <input type="checkbox"/> Council Sub. <input type="checkbox"/> Without Recommendation <input type="checkbox"/> Hold <input type="checkbox"/> Do not Pass



## 9-1-1 ANI/ALI DATABASE LICENSE AGREEMENT

### ADDENDUM I

#### SELECTIVE ROUTER ENHANCED 9-1-1 SERVICE

This Addendum I is made and entered into this \_\_\_\_\_ day of \_\_\_\_\_, 2003 by and between The City of Lincoln, Nebraska (“Licensee”) and ALLTEL Communications, Inc. (“ALLTEL”), and shall modify and amend that certain Agreement dated 19<sup>th</sup> of May, 2003 by and between Licensee and ALLTEL relating to the License Agreement 9-1-1 ANI/ALI Database (the “Agreement”) on the basis of the following premises:

**1. Definitions and Statements of Understanding.** The following terms have the meanings stated below:

“9-1-1” is the three digit telephone number that has been designated as the “Universal Emergency Number” for public use throughout the United States to request emergency assistance. It is intended as a nationwide telephone number giving the public direct access to a Public Safety Answering Point (PSAP) which is responsible for dispatching emergency services to the party/parties in need.

“9-1-1 call” is a call initiated by dialing “9-1-1”.

“9-1-1 Operator” is the PSAP operator receiving 9-1-1 calls. The operator may also be the 9-1-1 dispatcher.

“9-1-1 Dispatcher” is the person responsible for dispatching emergency services to the party in need.

“9-1-1 Service Provider” is the current operator of the selective router that provides the interface to the PSAP for 9-1-1 calls.

“Activation Date” shall mean the proposed date for the implementation of the Services for a given Service Area.

“Automatic Number Identification” (ANI) is the telephone number of the calling party that automatically displays on the 9-1-1 Operator’s 9-1-1 answering system screen.

“Automatic Location Identification” (ALI) Database is a computer database that sends the automatic display of the street address associated with the telephone number (ANI) of the 9-1-1 caller to the screen of the 9-1-1 operator.

“Centralized Automatic Message Accounting” (CAMA) shall mean a signaling protocol providing the means for interconnection with Vendors, as that term is defined below.

“Central Office” (CO) is a telephone switching center which provides telephone service to users in a particular geographical service area.

“Control Office” or “Tandem Office” is a central office or switch containing the 9-1-1 selective routing translations for the telephone numbers in a particular system through which calls are routed to the proper PSAP.

“Database Maintenance” is an ongoing process in which the 9-1-1 addressing information is updated to reflect current information.

“Database Preparation” is the creation of addressing files and telephone numbers and routing information for the enhanced 9-1-1 system.

“Default Routing” is a feature which is activated when a 9-1-1 call cannot be selectively routed due to an ANI failure, bad or missing data, or other causes. An incoming call such as this is routed from the 9-1-1 control office to a default PSAP that was preselected by the E9-1-1 jurisdiction for this purpose.

“Discrepancy Form” is a form used to identify and report 9-1-1 call address and MSAG errors.

“DSOs” mean Daily Service Orders.

“ELT” means English Language Translation. This is a database table in the database management computer that provides the names of the emergency service agencies that correspond to the ESNs, so that their names can be displayed on the PSAP’s ALI screen.

“Enhanced 9-1-1” (E9-1-1) is a level of 9-1-1 service that includes the forwarding of the caller’s ANI to the PSAP where it is used to retrieve and display the ALI on the 9-1-1 operator’s 9-1-1 screen. It may or may not include selective routing.

“Emergency Service Number “ (ESN) is a number stored by the selective router used as a routing code to route a call to a predesignated PSAP. It is a three to five digit number representing a unique combination of emergency service agencies (law enforcement, fire and medical) designated to serve a specific range of addresses within a particular geographical area.

“Emergency Service Zone” (ESZ) is a geographic area having the same police, fire and medical jurisdictions and a common PSAP . Each ESZ is assigned an ESN in the selective router.

“Exchange” is a geographical unit established for the administration of communications service in a specified area by telephone companies. It may encompass several CO’s.

“FX” means Foreign Exchange. This is telephone service provided by means of dedicated circuits from a CO located outside of the local serving exchange. Where foreign exchange services are offered within the confines of a 9-1-1 service area, MSAG records must be built to accommodate them.

“FCC” refers to the Federal Communications Commission.

“HOST” is the agent that houses data used for providing E9-1-1 service. ALLTEL is the Licensee’s HOST.

"LEC" is the Local Exchange Carrier. ALLTEL is the LEC for Licensee.

"ILEC" is the incumbent local exchange carrier.

"CLEC" is a competitive local exchange carrier operating in the ILEC's service area.

"MSAG" is the Master Street Address Guide. A listing of all streets and house number ranges within a 9-1-1 service area. The streets and address ranges are assigned ESN's to enable proper routing of 9-1-1 calls.

"MSAG Coordinator" is a person representing the PASP and government agencies involved in the implementation and maintenance of an E9-1-1 system. This person has the responsibility for the MSAG and its maintenance. This person has the responsibility for being the main Point-of-Contact with the 9-1-1 service provider (ALLTEL.)

"MSAG Ledger" or "Ledger" is a form used to update the MSAG file.

"NENA" is the National Emergency Number Association. A professional association comprised of emergency number agency, telephone company and private vendor personnel responsible for the planning, implementation, technological development, management and administration of emergency number systems and services. NENA is the nationally recognized "standards body" for these systems and services.

"OPX" means Off Premise Extension. This is an extension, or second instrument tied to the same telephone line, but located at a different location. Example: a farmer may have a residential line in his house and an OPX at his barn, which is a mile from the house.

"Overlap" is when a serving exchange extends beyond municipal boundaries of the E 9-1-1 county/city/parish and services subscribers in adjacent jurisdictions.

"PBX" means private branch exchange. This is a privately owned or operated telephone system that connects to the public telephone network at only one physical point, although it provides multiple lines. Within a PBX, individuals may call each other using three or four digit numbers that are routed by a privately operated "switch" or computer. PBX users access the public switched network by dialing a digit, such as "9", and then dialing the outside number. The 9-1-1 system recognizes a PBX system by the address given at the physical location where the telephone company line is installed at the building. It cannot recognize the extension that is dialing out of the PBX, or where that extension is located.

"Public Safety Answering Point" (PSAP) is an answering location for 9-1-1 calls. A PSAP may be designated as primary or secondary, which refers to the order in which 9-1-1 calls are directed to them for answering. Primary PASPs respond first; secondary PSAPs receive calls on a transfer basis and generally serve as an answering location for a particular type of emergency call (i.e., Fire or EMS). PASPs can be located at police, fire or emergency medical service (EMS) centers, or may be located in a special centralized communications center which handles all emergency communications for the area.

“SAG,” means Street Address Guide. This is a perpetually updated database generated by telephone companies that provides a list of the street names, low and high address ranges for each street, and the community names of its subscribers. It differs from an MSAG in that it has not been validated by an E9-1-1 jurisdiction, and it does not contain ESNs or PSAP numbers.

“Selective Routing” (SR) is a telephone company network feature that automatically routes a 9-1-1 call to the PSAP responsible for that location’s public safety. The routing is determined by the ESN assigned to the 9-1-1 caller’s ANI, using routing tables in the SR developed from the MSAG.

“Selective Router Database” (SRDB) is the tandem office 9-1-1 selective routing translations that contain the telephone number/ESN relationships.

“Service Order Process” is the Telco process used for additions, changes and removals of phone service. It provides updates to customer databases.

“Tandem Office” is the CO which serves as the “hub” for all E9-1-1 calls and contains the 9-1-1 SR Data Base.

“Tandem Routing” is an arrangement connecting 9-1-1 access lines from the serving CO to the PSAP.

“Tandem Trunking” is an arrangement where a telephone line connection has one or more intermediate switching points which are required or permitted before reaching the called party.

“Tariff” is a document filed by a Telco with the state public utility regulatory commission which lists the communication services and gives a schedule of rates and charges.

“Telco” means Telephone Company.

“Trunk” is a CO circuit terminating in telephone equipment on the customer’s premises or a circuit between CO’s.

“Wireline” means telecommunications technology that is hard wired to the public switched telephone network. It does not include cell phone service or any other type of wireless telecommunications that operate based on radio frequencies.

“Vendor” shall mean a vendor with whom ALLTEL or Licensee may have entered into an agreement for the provision of E9-1-1 service solutions, and who may provide many of the services necessary for deployment of the Services. The identity of any Vendor may change during the term of this Addendum I.

- 2. Scope.** This Addendum I to the 9-1-1 ANI/ALI DATABASE LICENSE AGREEMENT provides for Selective Routing (SR) service which automatically routes a 9-1-1 calls to the PSAP responsible for that location’s public safety.

The following Exhibits attached hereto and hereby incorporated into this Addendum I are:

Exhibit A.	Non-Recurring and Recurring Service Fees
Exhibit B.	Implementation Phases
Exhibit C.	Contact Information

In the event of any conflict or inconsistency between this Addendum I and the Exhibits, this Addendum I shall control.

3. **Term.** This Addendum I will commence on the date first written above and shall continue for a period of four (4) years. Thereafter, the Addendum I will continue for successive twelve (12) month periods unless either Party notifies the other in writing sixty days before the end of the term.
4. **Early Termination.** If the SR services provided by this Addendum I are terminated by the Licensee for any reason prior to the expiration of the initial term hereof, the Licensee shall pay to ALLTEL termination liability for SR service. The termination liability for Addendum I is in addition to the early termination requirement as stated in item 10. of the 9-1-1 ANI/ALI DATABASE LICENSE AGREEMENT. For the purposes of this Addendum I, the Licensee shall pay the remaining monthly payments provided hereunder at the monthly rate of \$30.00 (thirty-dollars) for each 1000 access lines or fraction thereof served by Licensee at time of termination. In the event of such SR service termination by the Licensee after the expiration of the initial term hereof, no termination liability shall be due.

#### 5. Licensee Responsibilities.

Licensee agrees to:

- a. Designate one PSAP Coordinator, to act on behalf of the Licensee and governments involved in the E911 system. PSAP Coordinator will serve as the single point-of-contact for ALLTEL. PSAP Coordinator will perform the following functions in order to ensure efficient operation of the E9-1-1 system and accuracy of the E9-1-1 database, both initially, and on an ongoing basis:
  - 1) Define ESZs for Licensee's E911 service area
  - 2) Provide initial MSAG in the format specified by ALLTEL for the entire Licensee service area.
  - 3) Validate MSAG printouts
  - 4) Timely investigate and resolve discrepancies resulting when customer addresses do not match the MSAG.
  - 5) Provide and/or obtain appropriate sign-off on validity and accuracy of MSAG, initially and ongoing.
  - 6) Coordinate the street addressing activities of all city and county areas as required by E911, including assigning or providing addresses to rural individuals, when necessary.
  - 7) Advising ALLTEL of all changes/updates affecting the MSAG and/or ESZs, (using standard ledger format as instructed and provided by ALLTEL. Examples of such changes/updates include:
    - Street name changes
    - Address range changes
    - Boundary changes

- ESZ changes
  - New streets
  - Annexations
  - House numbering changes
  - Emergency agency changes (Law enforcement, fire protection, emergency medical services)
- 8) Coordinate Licensee database testing and Licensee ANI/ALI Inquiry Procedures.
  - 9) Ensure completion of Licensee 9-1-1 database tasks in order to meet implementation schedule
  - 10) Develop call-handling agreements, when required, with neighboring counties where E911 exchanges extend beyond Licensee's service area jurisdiction (overlap).
  - 11) Interface and coordinate between telephone companies, government agencies and public related to E911 database issues:
    - Mediating any E911 geographic problems, boundary disputes, address assignments, addressing standards questions, 9-1-1 call routing issues, etc.
    - Acting as the focal point for the local government (county, city, etc.) for E911 database questions.
    - Developing any policies and procedures concerning the E911 system
    - Maintain, for the local government (county, city, etc.), any records related to the E911 database and MSAG.
  - b. Upgrade facilities as necessary at its own cost to meet the service conditions established herein.
  - c. Provide reasonable access to facilities as necessary and as determined by the Parties.
  - d. Participate in required testing procedures as determined by the Parties.

#### 6. ALLTEL Responsibilities

- a. Provide a single point of contact for Licensee's PSAP Coordinator who will:
  - 1) Present an overview of the telephone company's processes required to build and maintain the SRDB.
  - 2) Conduct an initial meeting with the Licensee to begin the data base process.
  - 3) Determine who the participating telephone companies are and establish a network of contacts.
- b. Provide Licensee with format for provision of ESN listing and translations.
- c. Provide Licensee with ESN number range to assign to Licensee's ESZs.
- d. Provide Licensee with the SAG and a list of customer records lacking addresses.
- e. Establish a process and format for supplying MSAG information, changes and updates.
- f. Build SRDB with Licensee's finalized MSAG.
- g. Update MSAG files based on Licensee's authorized updates.
- h. Update customer records to match MSAG.
- i. Ensure only addresses validated against MSAG are allowable in ALI Database on an ongoing basis.
- j. Refer customers to Licensee designated addressing authority as necessary.
- k. Initiate the simulation and discrepancy processes.
- l. Coordinate with all participating telephone companies to gather and correlate data related to the 9-1-1 system, servicing area and wire centers.
- m. Perform validations between telephone company customer records.
- n. Provide Licensee and participating telephone companies with report of records that err out of

validation process.

- o. Finalize MSAG and establish ongoing processes:
  - 1) Supply final MSAG to Licensee for signoff.
  - 2) Make final changes to MSAG as noted by Licensee.
- p. Coordinate final customer record extracts, MSAG and TN File load
- q. Load error corrections
- r. Coordinate final data base cutover activities with other telephone companies.
- s. Coordinate data base testing.
- t. Establish daily error correction process.

#### **7. Error Correction Schedule**

a. Both parties agree to make every reasonable effort to comply with the NENA standard of 24-hour resolution and correction of address discrepancies, MSAG discrepancies, the initial load error records, and ongoing daily service order error records.

b. The Parties agree that time is of the essence in keeping the most current and accurate updates in the E911 database to prevent loss of lives and liability; therefore Licensee agrees to the following error correction schedule. Upon receipt of the initial MSAG load error report or inquiry from ALLTEL, Licensee agrees to return at least 10 corrected records or MSAG corrections to ALLTEL every 24 normal working hours, Monday through Friday, until all submitted errors have been corrected. Uncorrected errors that go past 30 days require additional processing time and expense, and may result in additional service charges. ALLTEL will update a minimum of 10 customer records as designated by Licensee within 24 normal working hours of receipt, Monday through Friday, until all submitted corrections have been applied to the customer records.

c. Errors resulting from the daily service order process that are submitted to Licensee by ALLTEL, will be corrected by Licensee and returned to ALLTEL within 24 normal working hours, Monday through Friday. ALLTEL will apply the Licensee designated corrections to the customer records within 24 normal working hours of receipt, Monday through Friday.

#### **8. Verification and Acceptance.**

a. When Licensee's customer records all match Licensee's MSAG, test calls will be made from each exchange served by Licensee to assure proper call routing. Licensee will cooperate and participate fully in the testing. Licensee will cooperate and participate in formulating the testing. Upon satisfactory test completion, Licensee will sign an Activation Acceptance Form which officially activates the Licensee's E911 Selective Routing service, and starts the billing process.

b. Notification of Non-acceptance. If, for any reason, Licensee does not wish to give Acceptance as of the scheduled Activation Date, Licensee shall notify ALLTEL in writing no later than five days prior to the scheduled and agreed upon Activation date and such notice shall include a detailed explanation for Licensee's non-acceptance. Upon the delivery of such notice, the Parties shall, prior to the relevant Activation Date, agree in writing to delay the Activation Date for the relevant Service Area until a mutually agreeable date which will allow ALLTEL to 1) complete verification and testing 2) work with Licensee to resolve any problems raised in the relevant Notification, if applicable, and 3) work with the Licensee to resolve any reasonable problems raised by Licensee in its notice of non-acceptance. Licensee's acceptance shall be deemed received by ALLTEL upon activation of

Services on the new Activation Date.

c. **Timing.** The Parties acknowledge that failure of third parties to perform necessary acts may result in untimely performance by the Parties. Any schedule or timeline created for implementation of Services shall only serve as a guideline, which both Parties shall work in good faith to meet.

9. **Non-Disclosure.** The Parties may have an enhanced Automatic Location Identification (ALI) database license agreement in place. Consistent terms, including confidentiality of customer record information, in the enhanced ALI database license agreement are hereby incorporated into this Addendum I.

10. **Uncontrollable Conditions.** Neither party will be deemed in violation of this Addendum I if it is prevented from performing any of the obligations under this Addendum I by reason of severe weather and storms; earthquakes or other natural occurrences; strikes or other labor unrest; power failures; nuclear or other civil or military emergencies; acts of legislative, judicial, executive or administrative authorities; or any other circumstances which are not within its reasonable control.

11. **Dispute Resolution.**

a. The Parties hereby agree to work in good faith with each other to resolve any disagreements and negotiations prior to Licensee or ALLTEL taking any formal action.

b. Any party may give the other written notice that a dispute exists (a "Notice of Dispute"). The Notice of Dispute shall include a statement of such party's position providing sufficient detail of the nature of the dispute in order to enable the other party to be on notice of all relevant issues. All documents and other information or data on which each party relies concerning the dispute shall be furnished or made available on reasonable terms to the other party.

c. Any controversy or claim arising out of or relating to this Addendum I, the breach, termination or validity thereof, or the transactions contemplated herein, if not settled by negotiation as set forth above, shall be settled by arbitration in the city of Lincoln Nebraska in accordance with the American Arbitration Association Rules for Commercial Disputes, by three arbitrators, two of which will be appointed by the parties and the third arbitrator to be appointed by the arbitrators so appointed, or if no consent is reached, by the American Arbitration Association under applicable rules. The arbitration proceedings shall be conducted in the English language in accordance with the arbitration rules of the American Arbitration Association. The award rendered by the arbitrators shall be final and binding on the parties and may be entered in any court having jurisdiction thereof.

d. It is the intent of the parties that any arbitration shall be concluded as quickly as reasonably practicable. Unless the parties otherwise agree once commenced, the hearing on the disputed matters shall be held four days a week until concluded, with each hearing date to begin at 9:00 a.m. and to conclude at 5:00 p.m. The arbitrators shall use all reasonable efforts to issue the final award or awards within a period of five (5) business days after closure of the proceedings. Failure of the arbitrators to meet the time limits of this subsection shall not be a basis for challenging the award.

12. **Advertising; Publicity.** Neither Party shall use the other Party's names, marks, codes, drawings or specifications in any advertising, promotional efforts or any publicity of any kind without the prior written

permission of such other Party.

This Addendum I is executed and effective as of the date first written above.

**ALLTEL Communications, Inc.**  
**"ALLTEL"**

By: 

Printed Name: Steve Edie

Title: Sales Manager - Major Account Sales

Date 5/30/2003

**The City of Lincoln, Nebraska**  
**"Licensee"**

By: \_\_\_\_\_

Printed Name: \_\_\_\_\_

Title: \_\_\_\_\_

Date \_\_\_\_\_

**9-1-1 ANI/ALI DATABASE LICENSE AGREEMENT**

**ADDENDUM I**

**SELECTIVE ROUTER ENHANCED 9-1-1 SERVICE**

**Exhibit A**

**Non-Recurring and Recurring Service Fee Schedule for Selective Router Implementation**

Non-Recurring Implementation Fees:	\$0.15 per access line record*
	\$19.00 Service Order Charge
	\$17.00 Central Office Charge per Trunk
	\$90.00 per hour Premise Labor Charge

Recurring Monthly Selective Router Service Fee:	\$0.03 per access line record*
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\* Rounded to the nearest 1,000 access lines. This count is based upon the maximum number of the above stated access lines in service during the most current 12 month period at the time service is established. This count will be adjusted annually to update the Licensee's billing, with the applicable 12-month period being the 12 months ending with the calendar year. These fees are in addition to the 9-1-1 ANI/ALI Database fees.

**Exhibit B**

**SELECTIVE ROUTING IMPLEMENTATION PHASES**

<b>Phase I</b>	<b>Emergency Service Zone Definitions</b> A. Prepare ESZ Boundary Maps (Licensee) B. Assign ESN (Licensee) C. Prepare Preliminary ESN Translations (ALLTEL)
<b>Phase II</b>	<b>Initial MSAG Creation and Validation Process</b> A. Initial MSAG Created (Licensee) B. Contact Network Established C. Validation of MSAG D. Updates Made to MSAG File
<b>Phase III</b>	<b>Simulation and Discrepancy Process</b> A. Simulation Tests (ALLTEL) B. MSAG to 9-1-1 Agency for Validation C. Discrepancy Process Begins D. Multiple Cycles A, B & C above
<b>Phase IV</b>	<b>MSAG Finalization – Establish Ongoing Processes</b> A. Acceptance and Sign-off on MSAG (Licensee) B. Discrepancy Process Continues C. MSAG Updates – Ledger Process
<b>Phase V</b>	<b>Final Extract – Load MSAG and TN Files</b> A. Final CRIS Extract (ALLTEL) B. Load MSAG and TN Files (ALLTEL) C. Load Error corrections (ALLTEL)
<b>Phase VI</b>	<b>Load Error Correction</b> A. Load Errors Resolved B. Daily Error Resolution Begins C. Discrepancy and MSAG Update Process Continues
<b>Phase VII</b>	<b>Training – Testing – Cutover</b> A. Licensee Training – transfer keys B. E9-1-1 Network Tested C. Licensee Equipment Tested D. Data Base Tested E. All Ongoing Processes Continue F. E9-1-1 Selective Routing Cut Live

**Exhibit C**

**CONTACT INFORMATION**

**Licensee Contacts**

Primary Daily Contact:

Phone:                      Wireless Phone:                      Pager:  
Fax:  
E-Mail:

Secondary Daily Contact:

Phone:                      Wireless Phone:                      Pager:  
Fax:  
E-Mail:

**Licensee Emergency Contact 24x7**

Name:  
Phone:                      Wireless Phone:                      Pager:  
Fax:  
E-Mail:

**ALLTEL 9-1-1 Coordinator:**

Name: Pam Kemper  
Phone: 402 437-7283  
Fax: 402 437-7295  
E-Mail: pam.kemper@alltel.com

**Account Executive:**

Chris Fish  
402 437-7287  
402 437-7497  
chris.fish@alltel.com

**ALLTEL Database Manager:**

Name: Ron Becker  
Phone: 402 436-5246  
E-Mail: ron.becker@alltel.com

**ALLTEL Trouble Reporting 24x7**

Primary: 402 474-7070  
Secondary: 402 436-5911