

CAPITAL AREA EMERGENCY COMMUNICATIONS DISTRICT

BUSINESS CAMA Private Switch Agreement for 9-1-1 Emergency Service

This is an Agreement between the Capital Area Emergency Communications District ("CAECD"), a political subdivision of the State of Texas established and operating pursuant to Texas Health and Safety Code, Chapter 772, as amended, and The City of Austin, a Texas home-rule municipality ("City") acting in its capacity as a private switch provider.

I. RECITALS

WHEREAS, the City is responsible for the business facilities located at the properties listed on "Addendum A" and the City provides the properties listed in "Addendum A" with a private telephone switch; and,

WHEREAS, the City is willing and able to perform the duties imposed on a business service user by the provisions of the Texas Health & Safety Code, Chapter 771 and/or the Commission on State Emergency Communications (CSEC) and CAECD requirements related to 9-1-1 service, and is willing to be bound by such provisions in order to provide 9-1-1 service utilizing a private switch to the facilities on Addendum A; and

WHEREAS, the City provides private switch services to municipal offices at the properties listed on Addendum A and understands that, in conjunction with the business service user and under this Agreement, the City is required to maintain for those properties listed on Addendum A the same level of 9-1-1 service that a telephone company (the Certified Telecommunications Utility approved to provide telecommunications services and covered by the rules of the Public Utility Commission of Texas, hereafter called CTU) is required to provide to other end users within the CAECD jurisdictional area; and

WHEREAS, CAECD is a local governmental entity authorized to subscribe to the CTU's 9-1-1 service; and,

WHEREAS, CAECD is willing to subscribe to the CTU for the necessary 9-1-1 services in order to facilitate compliance with the Texas Health & Safety Code, Chapter 771 and CSEC and CAECD requirements related to 9-1-1 service; and,

WHEREAS, the City is willing to reimburse CAECD for certain expenses as described in this Agreement which are incurred by CAECD in subscribing to 9-1-1 service;

NOW, THEREFORE, CAECD and the City, in consideration of the mutual promises herein contained, do mutually agree as follows:

II. OBLIGATIONS OF CAECD

A. CAECD shall supply to City the 9-1-1 Centralized Automatic Message Accounting (CAMA) trunks needed by the City so the City can provide Enhanced 9-1-1 emergency service - including selective routing, automatic number identification (ANI), automatic location identification (ALI) - to the properties listed in 'Addendum A'. CAECD agrees to order the CAMA trunks in a timely fashion so that 9-1-1 service can be established at the properties listed on "Addendum A". It is understood and agreed that the CAMA trunks are being supplied subject to the provisions of the CTU's terms and conditions. The City shall not use anything other than CAMA trunks unless otherwise approved by CAECD.

B. CAECD agrees to incur the CTU's non-recurring charges and monthly rates associated with the provision of 9-1-1 service at the City's administrative site for the properties listed on "Addendum A", including but not limited to the 9-1-1 CAMA trunks and the maintenance of the 9-1-1 database.

C. So long as the City sells, leases, installs, or otherwise provides a private telephone switch to the facilities listed on Addendum A in conformance with the requirements of the Texas Health & Safety Code, Chapter 771 and this Agreement, CAECD agrees to not pursue its legal remedies as provided hereunder.

III. OBLIGATIONS OF CITY

A. The City agrees to utilize a telephone switch that is equipped to send properly formatted ANI information to the CTU and that will bring the City into full compliance with the requirements applicable to CTUs under the Texas Health & Safety Code, Chapter 771.

B. The City is expected to pass the station-level's Calling Party Number (CPN) to the CTU end office. The CTU end office will use the screening list to validate the CPN. The CTU end office will send the CPN to the E911 tandem only if the CPN is valid. Otherwise, the CTU end office will send the default number Billed Telephone Number (BTN) assigned to the City's private branch exchange (PBX). It will then deliver the 9-1-1 call along with the CPN or default number to the Public Safety Answering Point (PSAP).

C. The City is responsible for maintaining station-level data in the E911 Database. The E911 Database uses the customer-provided data to create the routing and ALI records that are needed to process the 9-1-1 calls that may originate from the PBX. The City agrees that it, or its authorized agent, will keep current the database associated with the 9-1-1 service. To this end, the City or its authorized agent will supply updates to the database as changes occur by downloading from the City's computer to the authorized database provider's computer. The City must provide a personal computer with modem and appropriate software to access the authorized 9-1-1 database provider's database for updates according to the requirements in the Texas PS/ALI New Customer Set Up Guide or such other comparable requirements provided by RPC ("9-1-1 Database Requirements"). The City further agrees that the City or its authorized agent shall verify with the authorized database provider on a daily basis the accuracy of the download. Should errors be reported by the authorized 9-1-1 database management service provider, the City or its authorized agent will correct such errors as soon as practicable but no later than the business day following the day the error is reported by the authorized 9-1-1 database management service provider.

D. The City agrees to transmit the CPN database information according to the National Emergency Number Association (NENA) standard for ALI format.

E. The City must cooperate with CAECD in the development and maintenance of the Master Street Address Guide (MSAG).

F. The City and CAECD agree to exchange and periodically update, at least yearly, contact and escalation lists. The contact and escalation lists are found in Addendum C.

IV. CHARGES

A. The City agrees to reimburse CAECD for the expenses incurred by CAECD for providing Enhanced 9-1-1 Services to the City as set forth below:

1. Nonrecurring expense (NRE) based on the PS/ALI Database Charges listed in the table set out in Addendum B.
2. Monthly recurring charges include the following:
 - a. Telephone number (TN) records at \$0.04 per TN.
 - b. ALI System monitoring charges at \$0.004 per TN.
 - c. CAMA trunking charges as determined by the Local Exchange Carrier (LEC).
 - d. Any other fees required by law associated with network costs or tariffs that can be identified.
 - e. Any necessary costs for repair or revision of 9-1-1 service in order to maintain the level of service established in the Technical Standards, and/or 9-1-1 Database Requirements.

B. CAECD agrees to notify the City of any increase or decrease in the charges [OG1]. The City agrees to reimburse CAECD for the actual expenses CAECD incurs on behalf of the City.

C. CAECD agrees to invoice the City each month for the charges due and the City agrees to pay the invoice amount within 30 calendar days of the City's receipt of the invoice.

D. No recital in this Agreement requires or allows a per station service fee to be collected or remitted by business Private Switch Providers.

E. The City's financial obligations to CAECD, inclusive of reimbursement for expenses, under this agreement shall not exceed \$14,000 for any 12-month period. The continuation of this Agreement beyond the initial 12-month period is dependent upon the availability of funding. The City's payment obligations are payable from funds appropriated and available for this Agreement. The City will monitor the expenditures and take the necessary action to secure the appropriated funds should the expenses indicate the not-to-exceed amount will not be adequate to meet the City's obligations under this Agreement. The City will provide CAECD written notice of the failure of the

City to make an adequate appropriation for any fiscal year. The absence of appropriated funds shall render this Agreement null and void.

V. TERM

This Agreement is effective as of October 1, 2017 and shall continue for a period of twelve months. Thereafter, this Agreement shall automatically renew each October 1st for four additional twelve-month extensions, subject to funding availability, unless a Party provides written notice of termination to the other Party at least sixty (60) days prior to the end of the then-current term. Provided all available extensions are exercised, this Agreement will terminate in accordance with its own terms on September 30, 2022.

VI. DEFAULT

A. Conditions of Default.

The City understands and agrees that maintenance of the private telephone switch and the Enhanced 9-1-1 Service database are the essence of this Agreement. The failure of the City to maintain the telephone switch or the database according to the requirements of the Technical Standards and 9-1-1 Database Requirements, or the failure on the City's part to cooperate with the development and maintenance of the MSAG, or the non-payment of any charges due hereunder constitutes a condition of default under this Agreement.

CAECD warrants that its services provided hereunder will be provided in a manner consistent with industry standards and sufficiently to facilitate compliance with Chapter 771 and other legal requirements related to 9-1-1 service. In the event that CAECD does not comply with this warranty, then the City may consider such noncompliance as a condition of default under this Agreement.

B. Notice of Default.

Upon the determination by either party that a condition of default exists, the party shall notify the other party in writing of the type and nature of the condition.

C. Cure.

The party in default shall have ten working days from the receipt of the notice of default to notify the other party of the exact plan to cure the default. The plan proposed by the defaulting party must include the length of time required for the cure. If the defaulting party's proposed cure is not approved, the other party, shall notify the defaulting party of what its concerns are and the defaulting party shall have five business days after notification to modify the plan according to the concerns specified.

D. Termination.

If the defaulting party does not act promptly to devise a plan acceptable to the other party to cure the default or is unable to cure the default within the time specified, the

other party may terminate the agreement. The non-defaulting party may send a notice of termination to the defaulting party. The non-defaulting party reserves the right to pursue any legal/equitable remedies or pursue a dispute resolution process with the defaulting party.

VII. TERMINATION

As long as the City provides telephone service through stations served by a private telephone switch, the City is required to comply with Texas law, including CSEC and CAECD requirements regarding 9-1-1 service. Should the City choose to discontinue the use of the Enhanced 9-1-1 Service, the City shall give CAECD 60-days prior written notice of the date of discontinuance of the service. After 60 day notice, the City has no further obligation to subscribe to the services specified in this Agreement such as CAMA Trunks and Enhanced 9-1-1 services. This Agreement shall not be terminated until all amounts due CAECD by the City have been paid. This Agreement shall be terminated upon the date of discontinuance of the Enhanced 9-1-1 Services or of the date of final payment of all amounts due CAECD by the City if such amounts are due and unpaid on the date of discontinuance of the service.

VIII. NOTICE

A. Notice to be effective under this Agreement must be in writing and received by the party against whom it is to operate. Notice is received by a party: (1) when it is delivered to the party personally; (2) on the date shown on the return receipt if mailed by certified mail, return receipt requested, to the party's address specified in subparagraph (b) and signed for on behalf of the party; or (3) three business days after its deposit in the United States mail, with first-class postage affixed, addressed to the party's address specified in subparagraph (b).

B. CAECD's address is:

CAECD
Attn: Executive Director
6800 Burleson Rd, Bldg 310 Ste 165
Austin, TX 78744,

The CITY's address is:

The City of Austin - CTM
Attn: Leslye Conoley, IT Supervisor Sr.
1124 S. IH 35
Austin, TX 78704

IX. MISCELLANEOUS

A. Each individual signing this Agreement on behalf of a party warrants that he or she is legally authorized to do so and that the party is legally authorized to perform the obligations undertaken.

B. This Agreement states the entire agreement of the parties. An amendment to this Agreement is not effective unless in writing and signed by all parties.

C. The following Addenda are part of, and are hereby incorporated into, this Agreement:

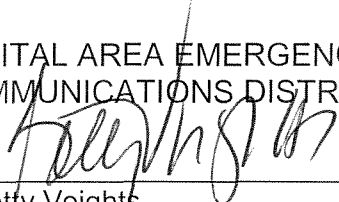
- a. Name of the City and Property Location
- b. Payment Worksheet
- c. Contact and Escalation Lists
- d. 9-1-1 Cutover and Annual Operational Tests

D. This Agreement is binding on and inures to the benefit of the parties' successors in interest. No right or interest under this Contract shall be assigned without the prior written consent of the parties. Any attempted assignment or delegation shall be void unless made in conformity with this paragraph.

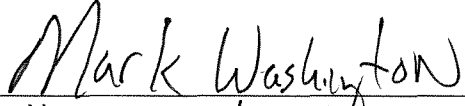
E. This Agreement is performable in Travis County, Texas, and Texas law governs its interpretation and application. All issues arising from this Contract shall be resolved in Travis County, Texas.

F. This Agreement is executed in duplicate originals.

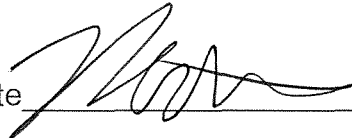
CAPITAL AREA EMERGENCY
COMMUNICATIONS DISTRICT

By 
Betty Voights
Executive Director

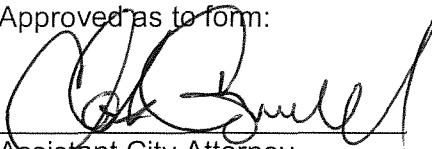
CITY OF AUSTIN

By 
Name Mark Washington
Title Assistant City Manager

Date 10/24/17

Date  10/10/17

Approved as to form:


Assistant City Attorney

ADDENDUM A

NAME OF CITY and LOCATION:

House #	Directional	Street	Community
15		WALLER ST	AUSTIN
60		RAINEY ST	AUSTIN
105	W	RIVERSIDE DR	AUSTIN
124	W	8TH ST	AUSTIN
200		ARNULFO ALONSO WAY	AUSTIN
200	W	CESAR CHAVEZ ST	AUSTIN
200	S	LAMAR BLVD	AUSTIN
201	E	2ND ST	AUSTIN
201		CHICON ST	AUSTIN
201	W	30TH ST	AUSTIN
211	E	WILLIAM CANNON DR	AUSTIN
211		COMAL ST	AUSTIN
218	S	MAIN ST	ELGIN
301		NATURE CENTER DR	AUSTIN
301	W	2ND ST	AUSTIN
400		RALPH ABLANEDO DR	AUSTIN
402		DEEP EDDY AVE	AUSTIN
405	W	STASSNEY LN	AUSTIN
409	E	5TH ST	AUSTIN
411		CHICON ST	AUSTIN
411	E	5TH ST	AUSTIN
443	W	SH 71	BASTROP CITY
504		RALPH ABLANEDO DR	AUSTIN
505		BARTON SPRINGS RD	AUSTIN
506	W	MARTIN LUTHER KING JR BLVD	AUSTIN
515	S	PLEASANT VALLEY RD	AUSTIN
517	S	PLEASANT VALLEY RD	AUSTIN
600		RIVER ST	AUSTIN
625	E	10TH ST	AUSTIN
651	N	PLEASANT VALLEY RD	AUSTIN
655	W	FM 1626 RD	SAN LEANNA
700		LAVACA ST	AUSTIN
700	E	7TH ST	AUSTIN
714	E	8TH ST	AUSTIN
715	E	8TH ST	AUSTIN
719	E	6TH ST	AUSTIN
723	E	6TH ST	AUSTIN
800		GUADALUPE ST	AUSTIN

808		NILE ST	AUSTIN
810		GUADALUPE ST	AUSTIN
812		SPRINGDALE RD	AUSTIN
829		AIRPORT BLVD	AUSTIN
835	W	RUNDBERG LN	AUSTIN
901	W	KOENIG LN	AUSTIN
911		LINGER LN	AUSTIN
919	W	28TH HALF ST	AUSTIN
1000		BLANCO ST	AUSTIN
1000		FOREST VIEW DR	AUSTIN
1000	E	11TH ST	AUSTIN
1000		TOYATH ST	AUSTIN
1006		SMITH RD	AUSTIN
1006		CONGRESS AVE	AUSTIN
1009	W	DITTMAR RD	AUSTIN
1017		FALLWELL LN	AUSTIN
1021	W	BRAKER LN	AUSTIN
1050	E	11TH ST	AUSTIN
1105	E	CESAR CHAVEZ ST	AUSTIN
1110		BARTON SPRINGS RD	AUSTIN
1111		RIO GRANDE ST	AUSTIN
1124	S	IH 35 SVRD SB	AUSTIN
1165		ANGELINA ST	AUSTIN
1182		HARGRAVE ST	AUSTIN
1190		HARGRAVE ST	AUSTIN
1200		MONTOPOLIS DR	AUSTIN
1201		WEBBERVILLE RD	AUSTIN
1330	E	RUNDBERG LN	AUSTIN
1401		OLD CEDAR LN	AUSTIN
1416		MONTOPOLIS DR	AUSTIN
1501		TOOMEY RD	AUSTIN
1520		RUTHERFORD LN	AUSTIN
1600		GROVE BLVD	AUSTIN
1605		KINNEY AVE	AUSTIN
1705	S	CONGRESS AVE	AUSTIN
1800	S	5TH ST	AUSTIN
1800	E	51ST ST	AUSTIN
2000	E	4TH ST	AUSTIN
2001	E	5TH ST	AUSTIN
2005		SALINA ST	AUSTIN
2011	E	51ST ST	AUSTIN
2100		ALAMO ST	AUSTIN

2105		ANDREW ZILKER RD	AUSTIN
2109		HANCOCK DR	AUSTIN
2200		HANCOCK DR	AUSTIN
2209		ROSEWOOD AVE	AUSTIN
2210	S	FM 973 RD	Travis County
2307		FOSTER AVE	AUSTIN
2401		COLUMBUS DR	AUSTIN
2410	W	PARMER LN	AUSTIN
2412		KRAMER LN	AUSTIN
2454		CARDINAL LOOP	AUSTIN
2500		EXPOSITION BLVD	AUSTIN
2505		STECK AVE	AUSTIN
2508		DURWOOD ST	AUSTIN
2514		BUSINESS CENTER DR	AUSTIN
2525	S	LAKESHORE BLVD	AUSTIN
2600		WEBBERVILLE RD	AUSTIN
2800		HANCOCK DR	AUSTIN
2800		WEBBERVILLE RD	AUSTIN
2804		MONTEBELLO RD	AUSTIN
2818		SAN GABRIEL ST	AUSTIN
2901		MONTOPOLIS DR	AUSTIN
2913		NORTHLAND DR	AUSTIN
3002		GUADALUPE ST	AUSTIN
3009		WINDSOR RD	AUSTIN
3101		OAK SPRINGS DR	AUSTIN
3500	W	35TH ST	AUSTIN
3616	S	1ST ST	AUSTIN
3621	S	FM 620 RD	BEE CAVE
3625		DAVIS LN	AUSTIN
3701		LAKE AUSTIN BLVD	AUSTIN
3805	W	35TH ST	AUSTIN
3810		TODD LN	AUSTIN
3811	E	12TH ST	AUSTIN
3851		MANOR RD	AUSTIN
3907		SOUTH INDUSTRIAL DR	AUSTIN
4029	S	CAPITAL OF TEXAS HWY NB	AUSTIN
4101		ED BLUESTEIN BLVD NB	AUSTIN
4101		SOUTH INDUSTRIAL DR	AUSTIN
4108		TODD LN	AUSTIN
4128	S	1ST ST	AUSTIN
4201		SPICEWOOD SPRINGS RD	AUSTIN
4301		SPEEDWAY	AUSTIN

4305		AIRPORT BLVD	AUSTIN
4411		MEINARDUS DR	AUSTIN
4514		JAMES WHEAT ST	AUSTIN
4708	E	MARTIN LUTHER KING JR BLVD	AUSTIN
4721		LOYOLA LN	AUSTIN
4800		SHAW LN	Travis County
5006		SHAW LN	AUSTIN
5125		CONVICT HILL RD	AUSTIN
5211		BALCONES DR	AUSTIN
5228		DUVAL RD	AUSTIN
5309	E	RIVERSIDE DR	AUSTIN
5335		BURNET RD	AUSTIN
5500		BURLESON RD	AUSTIN
5500		MANCHACA RD	AUSTIN
5507		FM 2222 RD	AUSTIN
5700		MANCHACA RD	AUSTIN
5801		AINEZ DR	AUSTIN
5803		NUCKOLS CROSSING RD	AUSTIN
5811		NUCKOLS CROSSING RD	AUSTIN
5833		WESTMINSTER DR	AUSTIN
5905		NUCKOLS CROSSING RD	AUSTIN
6001		MANCHACA RD	AUSTIN
6100		GUADALUPE ST	AUSTIN
6301		HAROLD CT	AUSTIN
6301		HAROLD CT	AUSTIN
6311		BERKMAN DR	AUSTIN
6400		BOLM RD	AUSTIN
6601		MANCHACA RD	AUSTIN
6800	N	FM 620 RD	Travis County
6801	S	IH 35 SVRD NB	AUSTIN
7000		REESE LN	AUSTIN
7051		VILLAGE CENTER DR	AUSTIN
7113		FM 969 RD	AUSTIN
7201		LEVANDER LOOP	AUSTIN
7201		COLONY LOOP DR	AUSTIN
7201		COLONY LOOP DR	AUSTIN
7500		BLESSING AVE	AUSTIN
7701		RIVER PLACE BLVD	AUSTIN
8401		CAMERON RD	AUSTIN
8509		FM 969 RD	AUSTIN
8637		SPICEWOOD SPRINGS RD	AUSTIN
8660	W	SH 71	AUSTIN

8701		RESEARCH BLVD SVRD NB	AUSTIN
8989		RESEARCH BLVD SVRD NB	AUSTIN
9117		ANDERSON MILL RD	AUSTIN
9409		BLUEGRASS DR	AUSTIN
9421		SPECTRUM DR	AUSTIN
10041		LAKE CREEK PKWY	AUSTIN
10111		ANDERSON MILL RD	AUSTIN
11205		HARRIS BRANCH PKWY	AUSTIN
11401		ESCARPMENT BLVD	AUSTIN
11612		FOUR IRON DR	AUSTIN
12010		BRODIE LN	Travis County
12425		LAMPLIGHT VILLAGE AVE	AUSTIN
12500		AMHERST DR	AUSTIN
12711		HARRISGLENN DR	AUSTIN
14050		SUMMIT DR	Travis County

Name:

City of Austin – CTM

Address:

1124 S. IH35

City, State Zip

Austin, TX 78704

Phone

(512) 974-7826

PROPERTY NAME and ADDRESS IF DIFFERENT FROM ABOVE:

Name:

Address:

City, State Zip

Phone

ADDENDUM B

Database Set-up Fees & ALI System Monitoring Residential and Business

Pricing and Account Initiation

For each PS/ALI account, the nonrecurring expense (NRE) will be based upon the total number of PS/ALI TN records to be loaded into the 9-1-1 database, as shown in the table below.

Initiation of each account includes remote Program Management assistance in support of account initiation, product support via telephone for initial account setup as required, and one Secure ID token (a security password device used to enable an individual user to log into West Safety Services system via internet connection for the purpose of updating City records). The total TN count must be provided to West Safety Services in writing by the City at the time that service initiation is requested.

NRE Payment Options

The City may elect to pay the NRE in one lump sum by prorating the applicable discounted NRE amount shown in the table above over the number of whole months remaining in the term of the Agreement on the date this contract takes effect. The City shall specify how it intends to pay the NRE in the service initiation request. To be eligible for the early payment discount, the City must pay the NRE in one lump sum. CAECD will invoice the City for its pro rata share of the NRE in the first month's billing following receipt of the service initiation request from the City. If the total TN count increases to the next price tier during the term of the Agreement, CAECD will invoice the City for the non-discounted incremental NRE increase based on the TN scale in the SP/ALI price matrix and the City agrees to pay the increased amount.

The non-recurring expense for administration includes one (1) key token. Additional token related fees are as follows:

- Additional or replacement token- \$75.00 per token
- Reassignment of token - \$35.00 per reassignment.
- Change of setup: Direct to Premier or Premier to Direct - \$575.00

TN Scale	NRE
<100	\$500.00
100-250	\$600.00
251 - 500	\$900.00
501 - 1,000	\$1,000.00
1,001 - 3,000	\$1,250.00
3,001 - 5,000	\$1,500.00
5,001 - 10,000	\$2,000.00
10,001 - 20,000	\$2,500.00
20,001 and up	\$2,600.00

ADDENDUM C

CITY Contacts and Escalation List

Database

Name and Title: Sandy O'Connor – IT Network Administrator Sr.

Address: 1124 S. IH 35, Suite 300

City, State Zip: Austin, TX 78704

Phone & Email: 512-974-2520 – sandy.oconnor@austintexas.gov

Billing

Name and Title: CTM Accounts Payable

Address: P.O. Box 1088

City, State Zip: Austin, TX 78767

Phone & Email: CTMAPInvoices@austintexas.gov

Contact Information for Any Alternatives

Name and Title: Leslye Conoley – IT Supervisor Sr.

Address: 1124 S. IH 35, Suite 300

City, State Zip: Austin, TX 78704

Phone & Email: 512-974-7826 – leslye.conoley@austintexas.gov

CAECD Contact Information

Gregg Obuch, Emergency Communications Director
6800 Burleson Rd, Building 310, Ste. 165
Austin, TX 78744
512-916-6044 or gobuch@capcog.org

Melissa Piña, 9-1-1 Operations Coordinator
6800 Burleson Rd, Building 310, Ste. 165
Austin, TX 78744
512-916-6024 or mpina@capcog.org

CAECD Billing Contact

B.T. Saucedo, 9-1-1 Budget Manager
6800 Burleson Rd., Bldg. 310, Ste. 165
Austin, TX 78744
512 916-6004 or bsaucedo@capcog.org

ADDENDUM D

9-1-1 CUTOVER AND ANNUAL OPERATIONAL TESTING

A. Introduction and Test Objective

1. The purpose of the initial testing, certification and periodic quality assurance testing by CAECD personnel is to ensure the successful completion of a 9-1-1 call. CAECD staff will verify the correct PSAP receives 9-1-1 calls and that the PSAP equipment displays the correct name, address and telephone number of the calling party.
2. During the initial testing and certification, as well as during periodic assurance testing, the City will take the required measures to have the ANI and ALI entered into the database management system operated by the database provider for each address included in the City's agreement.
3. CAECD shall also arrange for quality assurance testing by CAECD personnel at least once annually, following the initial testing and certification.

B. City Responsibilities

1. The City must notify CAECD Emergency Services at least ten working days prior to the planned test date. This time frame will allow adequate time for CAECD to coordinate with the City, compile a testing plan with database records and schedule testing with the affected PSAPs.
2. The City will compile an excel spreadsheet or other approved documentation of each test location with the following information included:

Test street address, test telephone number, name of business and other identifying information as it applies

3. The City will notify any persons participating in 9-1-1 test calls to relay the following information to the receiving PSAP:

"Hello, this is (City Name) making a non emergency test call with CAECD. Would you please raise your hand so that CAECD may come over and verify ALI information?"

4. The City will assist CAECD with identifying misroute or database errors to ensure proper delivery of the 9-1-1 call.

C. Procedures

1. CAECD will contact each PSAP the day of testing to verify that testing will be occurring and to determine if the call load is such to allow testing.
2. CAECD staff will be on site at the PSAP for all testing. All 9-1-1 testing will occur during business hours of 9am to 4pm Monday through Thursday.

3. One test call is made from each location previously supplied to CAECD with the caller identifying themselves as making a test call. (As described above in the City responsibilities paragraph B.3.)
4. CAECD staff will confirm ALI information and print ALI record.

D. Test Completion

1. CAECD staff will notify all participating PSAPs that testing is completed for the day and if additional testing is required, provide PSAP with a general idea of the date and time.
2. If additional testing is required, schedule next testing period with the City, or if no further testing is required, advise the City that certification is complete and authorize cutover to E9-1-1 service.
3. Complete the City Certification Report within three business days following successful completion of the testing, send copy to the City and place original in the City file.