

Wisconsin Participation Agreement

WHEREAS, under Wis. Stats. § 256.35 (3s), the State of Wisconsin Department of Military Affairs (“State”), as advised by the 9-1-1 Subcommittee, is providing the network necessary for Public Safety Answering Points (“PSAP”) to implement and upgrade to NextGen9-1-1 services; and

WHEREAS, AT&T Corp. (“AT&T”) and the State are parties to Contract Number 465OEC-ESIMAJ0619-00, dated June 29, 2021 (the “Contract”) for the Statewide Emergency Service Internet Protocol Network (AT&T ESInet™), Next Generation Core Services (NGCS) based on NENA i3 standards, and ECaTS reporting project as detailed in the State’s Request for Proposal # MAJ0619 and the Contractor’s response thereto (“Services”). All of these Services combined are referred to as System as a Service (SYSaaS); and

WHEREAS, _____ (“Participant”) operates a PSAP or an Emergency Communications Center (“ECC”) authorized and operating under the laws of the State of Wisconsin; and

WHEREAS, Participant wishes to obtain the SYSaaS provided by AT&T under the Contract.

NOW, THEREFORE, FOR GOOD AND VALUABLE CONSIDERATION, INCLUDING THE PROMISES SET FORTH BELOW, THE ACCEPTANCE OF WHICH IS HEREBY ACKNOWLEDGED AND ACCEPTED, AND IN LIGHT OF THE PREMISES SET FORTH ABOVE, PARTICIPANT, STATE, AND AT&T AGREE AS FOLLOWS:

1. This Participation Agreement, which includes Attachment 1 and the attached addendums, incorporated by reference, is made between the State, Participant, and AT&T (collectively, the “Parties”), and is effective on the date when first signed by all Parties subject to funding availability as determined by the State.
2. The implementation of this Participation Agreement may be delayed if the State determines funding is unavailable.
3. Participant agrees to join the SYSaaS established by the Contract. All Parties shall agree to items set forth in the Party Obligations Document attached hereto as Attachment 1. The Participant will not use the SYSaaS and/or equipment except as otherwise specified herein. The Participant agrees to only use the provided SYSaaS equipment in support of its role as a PSAP.
4. The SYSaaS monthly recurring charges for the Services for each Participant are paid for by the State under the Contract. Site remediation necessary to meet the minimum requirements to join the SYSaaS or for any services outside the scope of the Contract will be the responsibility of the Participant and is outside the scope of this Participation Agreement. To the extent that Participant desires services outside of the scope of the Contract, AT&T and Participant will enter into a separate agreement. The integration of a Participant’s Call Handling solution (including associated Call Handling customer premise equipment configurations and cabling), are outside the scope of the SYSaaS. This applies to Call Handling customer premise equipment which is managed by AT&T or some other provider.
5. Equipment, components and software installed on behalf of the State at the Participant’s location will remain the property of AT&T. Should the Contract between the State and AT&T terminate at any time for any reason, all equipment, installed on behalf of the State at the Participant’s location will have to be returned by the Participant to a location designated by



AT&T following the transition to an alternate service that ensures the continuity of 9-1-1 services. The Participant agrees to reasonably cooperate and facilitate the return of any and all equipment, on behalf of the State at the Participant’s location as may be required.

6. Under this Participation Agreement, all orders for the SYSaaS must be entered no later than August 7, 2029. Services obtained under this Participation Agreement will terminate on or before August 7, 2031. The State may terminate this Participation Agreement upon the termination, cancellation, expiration or amendment of the Contract. The Participant may terminate for convenience prior to acceptance of the site survey or after 36 months from going live on the SYSaaS. The Participant may terminate for cause upon written notice to AT&T and the State that AT&T has failed to perform under the Participation Agreement and AT&T fails or is unable to cure that failure within 30 days of the notice.
7. This Participation Agreement may not be assigned by Participant. Any such assignment shall be null and void.
8. The State shall be the last party to sign the Participation Agreement and shall provide a copy of the fully executed Participation Agreement and any attachments, exhibits, or appendices to all Parties within 30 business days of signature.
9. Any required notices under this Participation Agreement shall be in writing and shall be sent to the office of the recipient with a copy to the State as set forth below or to such other office or recipient as designated in writing from time to time:

To Participant:	To AT&T:	To State:
Name: _____	Name: _____	Name: <u>Jessica Jimenez</u>
Title: _____	Title: _____	Title: <u>NextGen911 Program Manager</u>
Address: _____	Address: _____	Email: <u>interop@wisconsin.gov</u>

10. This Participation Agreement constitutes the entire agreement between and among the Parties regarding its subject matter, except to the extent this Participation Agreement conflicts with the respective obligations and rights of AT&T and the State under the Contract, in which case, the provisions of the Contract shall control as between AT&T and the State.

This Participation Agreement shall not be modified or supplemented unless such modification or supplementation is agreed to in writing by all Parties.

11. AT&T and the State shall not be liable for any cybersecurity incidents that occur on the Participant’s side of demarcation point for Participant’s PSAP installation. Participant shall not be liable for any cybersecurity incidents propagated by the SYSaaS that occur beyond the Participant’s side of demarcation point.
12. If (a) Participant chooses to conduct a background check as part of conducting a background and/or criminal history investigation pursuant to Section 23.5 of the Contract General Terms and Conditions; and (b) Participant or its designee(s) obtains information regarding AT&T employees or subcontractors, which includes, but is not limited to, name, address, telephone number, driver’s license number, date of birth, health information, biometric data, social security number,



and other personal information obtained in connection with the investigation (collectively, "Sensitive Personal Information" or "SPI"), then:

- 12.1. Participant and its designee(s) shall consider the SPI to be private, sensitive and confidential.
- 12.2. Participant acknowledges that SPI may be subject to certain privacy laws and regulations and requirements and requires a high degree of protection.
- 12.3. Participant shall only utilize the information for the authorized purposes above, and shall comply with all applicable privacy laws and regulations and must treat such SPI with the same degree of care as Participant would treat SPI of its own employees and subcontractors including, without limitation:
 - 12.3.1. Collect SPI only as needed for a background and/or criminal history investigation;
 - 12.3.2. Not use, disclose, or distribute any SPI except in connection with a background and/or criminal history investigation;
 - 12.3.3. Store and transmit SPI securely, including without limitation encrypting SPI when it is at rest and being transmitted;
 - 12.3.4. Restrict access to SPI only to those employees of Participant or its designee(s) that require access to perform the services under this Participation Agreement or the Contract;
 - 12.3.5. Implement any reasonable administrative, physical, and technical safeguards to ensure proper use, and protect against any unauthorized disclosure, of SPI. If Participant becomes aware of an unauthorized disclosure of SPI, notify AT&T within 10 business days and cooperate with AT&T on any corrective actions needed.
13. Participant shall hold the State harmless and shall defend and indemnify the State, its Agencies, officers and employees against any and all claims, suits, actions, liabilities and costs of any kind, including attorney's fees, for personal injury or damage to property arising from the negligent, intentional or willful acts or omissions of the Participant, its agents, officers, employees or Subcontractors in performance of their obligations under this Participation Agreement to the extent to which those acts were done in the scope of their employment. Participant will be responsible for any charges incurred on Participant's side of the demarcation. The demarcation point is the edge router placed on the Participant's premises or such other location as may be agreed upon by the Participant and AT&T.
14. Except as already set forth herein, ownership of all records related to specific requests for emergency services (9-1-1 calls) or information within the Wisconsin SYSaaS are and shall remain the property of the Participant creating the record. All public records requests made to the State for such materials shall be referred to the Participant who created the record. The State will have access to aggregate data and reports regarding overall system use and individual Participant use. Such aggregate information will be the property of the State and subject to the open records laws.



15. Public Records Law. Section 19.36 of the Wisconsin Statutes, subject to § 19.36(5), requires the State and Participant to make records produced or collected by AT&T under this Participation Agreement and the Contract (collectively “Records”) available upon request for inspection and copying by any requestor as provided in Wis. Stat. § 19.35. The Parties recognize that some Records may contain trade secrets and that, pursuant to § 19.36(5), the State and/or participant may withhold or redact documents containing such information. If the State or Participant notifies AT&T of its intent to provide Records that may contain AT&T’s trade secrets, AT&T shall have five (5) business days to request a consultation with the State and/or Participation regarding the release of such Records. The State and/or Participant will consult with AT&T to the extent able to do so and still timely respond to the request for the Records. The State and/or Participant will withhold Records and redact information from Records as requested by AT&T only as permitted by statute, including, without limitation, Wis. Stat. § 19.36, or the common law.
16. Insurance. AT&T will cover the participating PSAPs with the same insurance limits and coverages as provided to the State under Section 14 of the Contract.
17. This Participation Agreement shall be governed by, construed, interpreted, and enforced in accordance with the laws of the State of Wisconsin. The Parties agree that for any claim or suit or other dispute relating to this Participation Agreement that cannot be mutually resolved, jurisdiction and venue shall be in _____ County, Wisconsin, for matters arising under state law or, should federal courts have jurisdiction, the _____ district of Wisconsin. The Parties agree to submit themselves to the jurisdiction of said courts, to the exclusion of any other court that may have jurisdiction over such a dispute according to any other law.
18. Each signatory below represents that he or she is authorized to sign this Participation Agreement on behalf of the party designated.

IN WITNESS WHEREOF, the State, AT&T, and Participant have caused this Participation Agreement to be executed by their duly authorized representatives as of the date written below.



Participant (PSAP)

By: _____
(by its authorized representatives)

(Typed or Printed Name & Title)

(Agency Name)

(Date)

**State of Wisconsin
Department of Military Affairs**

By: _____
(by its authorized representatives)

(Typed or Printed Name)

(Title)

(Date)

AT&T Corp.

By: _____
(by its authorized representatives)

(Typed or Printed Name)

(Title)

(Date)



ATTACHMENT 1: Party Obligations

The items listed below outline specific obligations under the Contract Number 465OEC-ESIMAJ0619-00 and the Wisconsin Participation Agreement that fall to the Participant (PSAP), AT&T Corp., and the State (DMA) to ensure a successful implementation of the SYSaaS.

PSAP Implementation Phase:

Participant Responsibilities –

- Appoint a Participant Project Manager to interface directly with the AT&T Project Manager.
- Designate a Geographic Information Systems (GIS) point of contact for data preparation and submissions.
- Supply required data via the PSAP Data Collection Template and the PSAP Site Survey Template in the timeframes outlined in the Project Plan. Additional details to be found in the Initial Discovery Survey document.
- Participate in status meetings regarding the project and approve mutually agreed to Project Plan.
- Ensure Call Processing Equipment (CPE)/Call Handling Equipment (CHE) provider is available at appropriate project team meetings and for testing. Coordinate any necessary compatibility testing directly with the AT&T Project Manager, if needed.
- Work with CPE/CHE provider to ensure costs for CPE/CHE connections are understood by the Participant.
- Participant shall ensure CPE at Participant site(s) interface with the SYSaaS via the supported NENA i3 interfaces.
- Connect any CAMA trunks and all relevant CPE/CHE connections including ANI/ALI controller (CPE/CHE) ports to the demarcation points of the PSAP Equipment, where applicable.
- Network edge equipment is the AT&T ESInet™ Network Termination Equipment (NTE). Participant shall ensure all NTE is located within one (1) equipment closet (MDF/IDF) per PSAP/Host site. The demarcation point is the edge router placed on the Participant's premises or such other location as may be agreed upon by the Participant and AT&T.
- Participant understands the potential costs associated with joining the SYSaaS and agrees to make any necessary and reasonable modifications needed, and maintain those modifications, including suitable space, power, ground, security, and environmental controls.
 - Costs covered by the Participant include:
 - Service connection at the Participant's side of the demarcation and any necessary site remediation (e.g., Call handling equipment connection, electrical work, backroom setup, SIP licensing, etc.)
 - Participants may incur additional monthly recurring charges if the final deployment configuration requires multiple locations
 - ECaTs Staffing Forecast Module – value add service
 - Report customization of ECaTS – value add service

AT&T Responsibilities –



- Assign a designated AT&T Project Manager to interface directly with the Participant during implementation.
- Conduct a project kick off call.
- Provide a project team contact list along with appropriate escalation paths. AT&T will provide updated contact information for any personnel changes within thirty (30) days of the change.
- Complete a mutually agreed upon project plan and timeline and obtain Participant approval.
- Conduct status meetings regarding the project.
- Provide site requirements and a site drawing for Participant review. AT&T may provide compatibility testing with a variety of vendors' equipment. Compatibility testing needs to be coordinated directly with the AT&T Project Manager, if needed.
- Conduct a site survey. Additional details to be found in the Initial Discovery Survey document.
- Coordinate the onsite installation of AT&T provided equipment/circuits including transport connections and test and turn up at the Participant Sites. All NTE is to be located within one (1) equipment closet (MDF/IDF) per PSAP/Host site.
- Installation services provided at the network edge are to be conducted during standard business hours (Mon-Fri 8 am-5 pm local).
- Coordinate with Participant for cut over and redirect of call traffic.
- Conduct Participant training.
- Provide supporting documentation on trouble ticket system and escalation procedures.
- As part of the project plan, AT&T Project Management will schedule an overview of the service and processes to use to request support.
- Review the acceptance test plan and coordinate execution of testing with Participant prior to cut-over.
- Participant Contact Information (AT&T Responsibility to Capture from Participant):
 - Survey Requestor – This is the contact information of the individual that has requested the site survey be performed.
 - Technical Site Contact – This individual will be consulted on all the technical aspects of the physical installation and any subsequent clarifications needed.
 - Site Survey Technical Contact – This is the contact information of technician assisting AT&T with the site survey. This information will be used to gather initial site information and subsequent clarifications.
 - Site Delivery Contact – This individual will be available to receive, and sign for, deliveries of equipment and supplies.
 - Management Site Contacts – Contact to authorize changes, to assist in escalations, and to provide necessary information throughout the life cycle of the service. Depending on the size of the PSAP, may require multiple management site contacts.
 - Information will contain the following data points:
 - Contact Name
 - Address 1
 - Address 2
 - City State, Zip Code
 - Work Phone
 - Mobile Phone
 - Email



State Responsibilities –

- Maintain awareness of planned and ongoing PSAP implementations and funding availability.
- Determine operational date for each county per Wis. Stats. § [256.35 \(3s\) \(c\)](#).
- Assist with issue escalation between AT&T and PSAP during service implementation.
- Education and outreach, as needed.

ALI Database, GIS, and Other Data Responsibilities:

Participant's Responsibilities –

- The Participant agrees to work with the State and AT&T to migrate their Automatic Location Identification (ALI) database from the current provider to the SYSaaS location database system (EGDMS), as well as maintain the Master Street Address Guide (MSAG) database for validation, until such time as the State develops a GIS derived MSAG.
- The Participant agrees to work with the State and AT&T regarding GIS data needs specific to implementing geospatial routing on the SYSaaS.
- The Participant will be provided training, assistance, and the systems needed to receive this data for the first time and on an on-going basis. The State may provide separate GIS data management services to the Participant and/or local GIS resource.
- The Participant and/or its local GIS resource agree to work with AT&T or other contractor to resolve identified GIS data issues as quickly as possible. In general, local GIS resources will not be required to change their local GIS data formats, at the time of this Agreement. AT&T will make all reasonable efforts to work with the local data's existing formats. However, in some cases, a local GIS resource may be asked to add, for example, an additional data field, such as a unique identifier, to help aid in support of the overall SYSaaS.

AT&T Responsibilities –

- AT&T will provide any assistance and training needed when such a change is requested.

All Parties' Responsibilities –

- All GIS data provided to the State or AT&T under this Agreement will only be used for public safety purposes, primarily within the SYSaaS. Any requests received by the State or AT&T for local data will be referred to the local source of data.

Originating Service Providers Migration Phase:

Participant Responsibilities –

- Provide AT&T a Letter of Authorization (LOA) to communicate/coordinate with OSPs.
- Provide all required notices to the appropriate government agencies regarding needed network changes.
- Work with AT&T to establish target timeframes for OSPs to move their trunks to the Point of Interconnection (POI) and communicate interface information to the OSPs.
- Assist in addressing OSP delay in moving trunks to AT&T ESInet POIs.

AT&T Responsibilities –



- Provide POIs, order information, and assist any build-out that is required.
- Advise the PSAP with any issues with the OSPs moving their trunks within the target timeframe.
- Notify OSPs that the Emergency Service Provider is changing to AT&T ESInet™.

State Responsibilities –

- Assist in identifying OSPs for connection.
- Provide 30-day written notification to applicable parties regarding the end of legacy E9-1-1 county contract and any charges previously authorized under Wis. Stats. § [256.35 \(3\) \(b\)](#).

Test and Turn-up of Service Phase:

Participant Responsibilities –

- This is the process where the service is tested and turned over to the Participant.
- AT&T will develop a test plan with the Participant.
- Participant will designate a coordinator for the test and turn-up process. If necessary, ensure the CPE vendor is accessible during the testing process.
- Participant has 14 days to let AT&T know if there are any issues that are within the scope of this project. All issues must be in writing and should be sent to the AT&T Project Manager. Information on how this should be done will be provided during the implementation project team meetings.
- During Participant Training, a one-page job aid is provided with a reminder of how to contact AT&T for additional assistance.
- The Participant will be provided a Satisfaction Survey at the conclusion of the project.

AT&T Responsibilities –

- Develop test plan and conduct all SYSaaS testing and turn-up of services with the Participant.
- Coordinate testing schedule and tasks with Participant’s coordinator.
- At the completion of the installation of the service described in the agreed upon project plan, the Project Manager will conduct a completion / closeout meeting with the Participant.

State Responsibilities –

- Review test plans and ORT results.
- Track progress during turn-up, attend on-site as needed.

Post-Implementation and LifeCycle Management Phase:

Participant Responsibilities –

- Report any and all service issues, facility and equipment changes, point of contact updates to AT&T and State.
- Continuity of Operations Planning (COOP), including maintaining alternative routing paths on the SYSaaS policy store. Participant agrees that such policy store rules will be in compliance with the SYSaaS and will be in general compliance with industry standards, such as NENA, for NextGen9-1-1 call routing as deemed appropriate for Wisconsin by the State or 9-1-1 Subcommittee.



- Coordinate with State and AT&T on system upgrades and future capabilities. The Participant agrees to provide 24/7/365 access to AT&T, as coordinated with the Participant, for scheduled and emergency maintenance of all SYSaaS equipment and components installed in the PSAP in accordance with the access terms contained within this Participation Agreement. The Participant agrees to periodic inspections of the equipment and audits of its use by the State or AT&T in accordance with the access terms contained within this Participation Agreement. Any such audit shall be conducted during regular business hours at the facility at which the SYSaaS is being used, and all reasonable efforts shall be made to avoid unreasonable interference with the Participant's business activities. The Participant agrees to work with the State and AT&T to resolve any facility or use related issues determined to be having any adverse impact on the Participant or other agencies on the SYSaaS.
- Maintain an updated GIS point of contact for data maintenance and error remediation.
- Data collection for federal reporting, as requested by the State or AT&T.
- Operational and physical security of the SYSaaS at the Participant's location.
 - Maintain all security patches and current security protocols for call processing equipment (CPE).
 - Ensure proper safety precautions to prevent unauthorized operational or physical access to the SYSaaS. Only Participant staff and support personnel will be authorized to log on to the SYSaaS.
 - No Participant staff or any other unauthorized person may connect any device to any piece of equipment or component without direct authorization by the State and AT&T.
 - Participant agrees to comply with all other SYSaaS security measures as may be specified by the State or AT&T.
- Costs for additional equipment or related costs requested by the Participant. If the Participant requests a change after initial installation that results in additional costs to the State, the Participant may be required to pay some or all such related costs, depending on the nature and scope of the requested change, as determined by the State.
- Any and all costs associated with any replacement of the SYSaaS equipment, components or software installed in the PSAP that are damaged or rendered inoperable due to the improper use or negligence by the Participant, as determined by the State or AT&T.

AT&T Responsibilities –

- Maintain the SYSaaS, including system security associated with the SYSaaS in accordance with the terms of the Contract and all subcontractor provided Services.
- Maintain AT&T 9-1-1 Resolution Center and respond to PSAP trouble tickets and assist in resolving issues.
- Report service issues identified by AT&T, facility and equipment changes, point of contact updates to Participant and State.
- Coordinate and perform scheduled and emergency SYSaaS maintenance.
- Coordinate with State and PSAP on system upgrades and future capabilities.
 - SYSaaS equipment, components or software installed in the Participant's facilities that is faulty or fails under normal use conditions will be replaced at no cost to the State or Participant.



- Periodic equipment, component or software lifecycle replacements or upgrades will be performed by AT&T at no cost to the State or Participant.

State Responsibilities –

- Under the Contract, State will cover monthly recurring costs for:
 - PSAP and core connections
 - Call access network
 - Project management for system implementation
 - Service management and maintenance after implementation, including AT&T 9-1-1 Resolution Center services
 - ECaTS reporting system, including the:
 - Reporting dashboard/portal
 - Management Information System (MIS) reporting
 - NG9-1-1 i3 reporting
 - Text-to-911 reporting
 - Wireless Routing Analysis Module
- Federal and State reporting on behalf of Wisconsin regarding 9-1-1 fee usage and NG9-1-1 implementation status.
- Coordinate with PSAP and AT&T on system upgrades and future capabilities.
- Review change order requests that would impact contract terms or monthly costs.

Definitions and Acronyms

Term	Acronym	Definition
9-1-1 Subcommittee		The governing body made up of 9-1-1 stakeholders appointed by the Governor and tasked with advising the Department of Military Affairs on NG9-1-1 in Wisconsin.
Automatic Location Identification	ALI	The automatic display at the PSAP of the caller’s address/location of the telephone and supplementary emergency services information of the location from which a call originates.
Automatic Number Identification	ANI	A system which has the ability to automatically identify the caller’s telephone number and to provide a display on CPE/CHE.
Call Handling Equipment	CHE	Communications or terminal equipment located in the PSAP’s facilities to receive, distribute, present and process requests for emergency assistance.
Contract		Contract #465OEC-ESIMAJ0619-00 for Statewide ESInet, NextGen Core Services, and reporting.
Continuity of Operations Plan	COOP	
Customer Premises Equipment	CPE	Communications or terminal equipment located in the PSAP’s facilities. Also see Call Handling Equipment.
Demarcation Point		The edge router placed on the Participant’s premises or such other location as may be agreed upon by the Participant and AT&T.



Emergency Call Tracking System	ECaTS	
Emergency Services IP Network	ESInet	A managed IP network that is used for emergency services communications, and which can be shared by all public safety agencies. It provides the IP transport infrastructure upon which independent application platforms and core functional processes can be deployed, including, but not restricted to, those necessary for providing Next Generation 9-1-1 services. ESInets may be constructed from a mix of dedicated and shared facilities. ESInets may be interconnected at local, regional, state, federal, national, and international levels to form an IP-based inter-network (network of networks).
Enterprise Geospatial Database Management System	EGDMS	EGDMS serves as the Spatial Interface to upload GIS data to the AT&T ESInet.
Geographic Information System	GIS	A computer software system that enabled one to visualize geographic aspects of a body of data. It contains the ability to translate implicit geographic data (such as civic address) into an explicit map location. It has the ability to query and analyze data in order to receive the results in the form of a map. It also can be used to graphically display coordinates on a map i.e., latitude/longitude from a wireless 9-1-1 call.
Master Street Address Guide	MSAG	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.
National Emergency Number Association i3 Standard	NENA i3	NENA Next Generation 9-1-1 standards and requirements, including without limitation, the NENA Security for Next Generation 9-1-1 Standard, and the NENA i3 Technical Requirements Documents, now available and as may become available in the future.
Network Termination Equipment	NTE	A device that connects the PSAP's data or telephone equipment to a service provider's line that comes into a building or an office.
Next Generation Core Services	NGCS	The base set of services needed to process a 9-1-1 call on an ESInet. Includes the ESRP, ECRF, LVF, BCF, Bridge, Policy Store, Logging Services, and typical IP services such as DNS and DHCP. The term "NGCS" includes the services and not the network on which they operate.
Next Generation 9-1-1	NextGen9-1-1 or NG9-1-1	A statewide emergency number system regardless of technology platform that does all of the following: a. Provides standardized interfaces for requests for emergency assistance.



		<p>b. Processes all types of requests for emergency assistance, including calls and nonvoice and multimedia messages.</p> <p>c. Acquires and integrates data useful to the delivery or routing and handling of requests for emergency assistance.</p> <p>d. Delivers requests for emergency assistance and data to appropriate public safety answering points and emergency responders.</p> <p>e. Supports data and communications needs for coordinated incident response and management.</p> <p>f. Provides a secure environment for emergency communications.</p>
Operational Readiness Testing	ORT	
Originating Service Provider	OSP	A business that provides voice and data transmission services. The services are provided over a telecommunications network that transmits any combination of voice, video and/or data between users. An OSP could be, but is not limited to, a Local Exchange Carrier (LEC), a wireless telecommunications provider, a Commercial Mobile Radio Service provider, or a PBX service provider.
Point of Interconnection	POI	A physical demarcation between an originating service provider and an NG9-1-1 network.
Public Safety Answering Point	PSAP	A facility equipped and staffed to receive 9-1-1 calls. A primary PSAP receives the calls directly. If the call is relayed or transferred, the next receiving PSAP is designated a secondary PSAP. Also referred to as an Emergency Communications Center (ECC).
Service		See System as a Service (SYSaaS).
Sensitive Personal Information	SPI	Includes, but is not limited to, names, address, telephone number, driver's license number, date of birth, health information, biometric data, social security number, and other personal information.
System as a Service	SYSaaS	The SYSaaS includes the ESInet, NGCS, and reporting all as required by Request for Proposal # MAJ0619 and all work performed, and labor, actions, recommendations, plans, research, customizations, modifications, documentation, and maintenance and support provided by AT&T necessary to fulfill that which AT&T is obligated to accomplish under this Contract. Also referred to as Service.

