



Intrado Safety ShieldSM Service Guide

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1. Introduction

This Service Guide describes Intrado's Safety ShieldSM Service (the "Service"). The Service is a safety management platform that enables emergency response capabilities to schools, universities, and enterprises via a web and mobile application. It is a cloud-based application, hosted in a geo-redundant cloud environment, that offers a comprehensive set of tools to help prevent, prepare for, respond to, and recover from safety threats.

2. Services Features

2.1. Web Portal

The web portal is available through standard web browsers with Internet connection.

2.2. Mobile Application

The mobile phone application is available for download for users to access its features. It is available for iOS and Android devices through the Apple App Store and Google Play store. The mobile application is supported on the latest operating systems.

2.3. Feature Breakdown

2.3.1. Mobile Panic Button

The Service provides "panic button" access through users' mobile phones to immediately alert onsite staff and administrators in the event of an emergency, and can connect to 9-1-1 and relay critical information to emergency responders.

2.3.2. Emergency Response Hub

The Service provides a hub for emergency response with a single operational view and integration with critical systems. All documentation, data, safety information, and incident management efforts are managed via the hub. Hub features currently include the following:

- Digital document library for document storage to support event response workflows and situational data such as floor plans, Emergency Response Plans (ERPs), and emergency contacts.
- Role-specific action checklists to provide specific guidance on how to respond to emergencies.
- Safety drill management to launch, schedule, and manage safety drills, provide training, and identify improvement opportunities.
- Event metrics tracked and monitored in real-time and reviewed post-event to evaluate response efficiency and processes. Detailed event reports are available for emergency response review and to assist in compliance reporting.
- Staff communication that includes real-time, one-way, and two-way communication among users via the web portal and the mobile application, as well as wellness check notifications, and post-crisis check-ins.
- General feature list as of Oct 2022
 - Event History
 - Broadcast Notifications
 - In-Building Notifications
 - Floor Plans
 - Emergency Response Plans (ERPs)
 - Checklists
 - Library
 - Users
 - Emergency Contacts
 - Staff Check
 - User Groups

- Visitor Logs (requires integration with the visitor management platform)
- Event Summary Report
- Drills Summary Report
- Drills Comparison Report
- General Reports
- Event Types
- Event Gateway
- Map Editor
- Operational Roles
- User Permissions
- Security Desk Support

2.4. Additional Features with Integration

The Service can integrate with the following third party or Intrado tools for enhanced emergency response features.

- Mass Notification – external notification capabilities
 - Broadcast Notification through integration with Customer’s mass notification system’s REST API. Enables messaging via pre-defined repeating broadcast notifications sent to a pre-defined list of recipients.
- School Information System (SIS)
 - Student Attendance – mobile users can take attendance when an emergency event is activated to determine who is present or absent at the time of the event.
 - Guardian Reunification – matching parent/guardian ID information on file to reunite students following an emergency event.
- Intrado Revolution – unified web-based platform that allows management of communication or security technology from a single, simple interface.
 - In-building notification and alarms
- Visitor Management System
 - Visitor Logs – a searchable list of currently signed-in visitors.
- Intrado Emergency Data Broker platform
 - An additional way to share safety information with 9-1-1 PSAPs/first responders at time of the emergency call. Secure, two-way texting enables situational awareness.

3. Maintenance and Support

Table 1

Customer Service and Support	• Customer support and troubleshooting • 24/7/365 Customer Service • Phone, Email, Chat, and Web support
Training	• Administrator Training • User Training

4. Other

Table 2

Documentation	• Administrator Guide • User Guide • Online Video Guides
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5. Customer Responsibilities

Customer is required to provide complete user and organizational information

Customer will gather and upload any existing Emergency Response Plans, Actions Plans, Checklists, and Floor Plans for use with Safety Shield.

Customer must provide name and contact details for a specific data contact for Intrado Application Specialist to work with on building the Safety Shield environment.

Any delays in the return of completed forms, signoffs, deliverables, and revisions may affect overall timelines and deadlines.

The Customer will conduct User Acceptance Testing (UAT) on the completed configuration of the Environment, Organizational Hierarchy, and User Accounts. Any issues that are discovered by the Customer must be reported to the assigned Application Specialist for remediation.

6. Intrado Responsibilities

Intrado will provide implementation services by providing the Customer with an assigned specialist who will determine the implementation process and configuration of the environment. The Customer will primarily communicate with the assigned specialist throughout this phase. However, there will be additional coordinators who will continue to be available to assist and provide guidance and suggestions.

The specialist will use information provided by the Customer to construct the organizational hierarchy and will work with Customer to configure any additional features (if applicable).

If applicable, the specialist will configure Lightweight Directory Access Protocol (LDAP) integration with the Customer, as well as provide example files of contacts that will be brought over into the Safety Shield system from the Customer's current Active Directory file.

7. Services Limitations and Disclaimers

The following Services limitations and disclaimers apply:

- Intrado is not responsible for any third party platform used in connection with the Services, such as Customer's notification tool or School Information System. Customer is solely responsible for the content of information and delivery of any messaging through such systems.
- Intrado may temporarily suspend Services, if any abuse of the system is detected or at the request of any federal, state and local law enforcement agency. Intrado will promptly notify Customer on any suspension of Services.
- Intrado may provide reports and other pertinent information or audit Customer's usage at the request of any federal, state or law enforcement agency.

8. Glossary

These definitions are for this Service Guide only and are not necessarily the definitions used by the Federal Communication Commission ("FCC") or any other governmental, industry, or private organization or entity.

Emergency Call means a 9-1-1 call placed by a User through the Services.

Public Safety Answering Point ("PSAP") means a facility equipped and staffed to receive Emergency Calls.

Use means actual use of Services by a User for the purpose for which such Services is provided.

Users means Customer's and its Affiliates' personnel and, if applicable, Customer's customers or Subscribers, and their respective personnel, employees, visitors and other users of Services. Users does not include parents or students.