

Q: Does CenturyLink have any experience providing ALI Database management?

A: What is not well publicized is that CenturyLink is the ALI provider for our legacy 20 states and currently provides this service for 11 million customer records. CenturyLink has been providing ALI Database management services for over 20 years. In 2009 CenturyLink (Legacy Embarq) successfully transitioned 9 million customer records to their new 911 Datamaster platform. The operations team responsible for this in ALI Database management and supporting customer services is the 911 Support Services Team reporting into Jennifer McNamara / Todd Miller / Matt Rotter.

Q: When do we plan to start the migration of the database?

A: First of all, the assumption that data will be migrated from Intrado to the CenturyLink National ALI is incorrect. The 2.4 million CenturyLink customer records are being loaded directly from the CRIS billing system. The 3.58 million wholesale (ICO) customer records will be loaded, one carrier at a time, directly from their inventory. All customer records are MSAG validated during the load process. The steps to contact the carriers and PSAPs, build the electronic interfaces, provide customer training, data migration and fallout management are BAU for this team.

Q: How long will it take?

A: The migration of the internal customer data is already under way. The seven state migrations of the Carrier and PSAP data is forecasted to be complete in 1Q15.

Q: What impact will the migration have on the customers while it is happening?

A: The 911 Support Services Team will directly contact each Carrier and PSAP to facilitate the implementation of the new data interface and provide customer training. There should be no impact to the customers.

Q: Will there be any change in the format or content of the data the customers will see?

A: No, the customer PSAPs will still receive their ALI data in the same standard NENA format they receive today.

Q: Once it's moved off Intrado's platform, what testing will occur to ensure integrity of the data?

A: The data loading process does MSAG validation on every customer record. For an independent verification of the process and data integrity, the CenturyLink Internal Audit Team has been engaged and is currently evaluating the entire data process.

Q: How long will the testing take?

A: Testing will run concurrently for the duration of the project.

Q: Will we do any customer testing to ensure delivery of the location data is working correctly?

A: Yes, of course. The hardware and software solution will be verified in production before any PSAP is migrated. Then during each PSAP migration validation steps will be re-executed. The PSAP migrations will be prescheduled and conducted during their existing maintenance window.

Q: What data/results will we provide to the customer base to show we've completed testing?

A: Since the transition from the current ALI platform to the CenturyLink platform should be transparent to the PSAP customer, there will be no test results to share.

Q: After testing, when will the transition to our database/server take place?

A: This is a rolling schedule, Colorado PSAPs are scheduled to begin the ALI migration the later part of June 2014 and the final state will be completed 2Q15.

Q: How long will it take?

A: Each state is unique, some more unique than others, such as Oregon and their unique ALI format. The requirements of each state will determine its timeline.

Q: Is there any potential impact to the customers during the transition?

A: The evening of transition will be prescheduled with the PSAP. Their engagement with the migration team or testing support is not required. If complications are encountered and cannot be mitigated, the fallback plan is to simply leave the PSAP's ALI interface with Intrado until the issue can be resolved. However, CenturyLink does not anticipate any issues that cannot be resolved.

Q: Will we run in parallel for a "transition period"?

A: Only at the state level. Not at the PSAP level. Once a PSAP has been migrated they will be utilizing the CenturyLink National ALI platform.

Q: What is our fallback plan if there are any problems with our cut?

A: As stated above, if complications are encountered and cannot be mitigated, the fallback plan is to simply leave the PSAP's ALI interface with Intrado until the issue can be resolved. However, CenturyLink does not anticipate any issues that cannot be resolved.

Q: Is CenturyLink's ALI Database platform an internally developed platform.

A: No, the CenturyLink ALI Database platform is based on 911 Datamaster's best-in-class 9-1-1 database management architecture. CenturyLink has been utilizing this platform since 2009.

Q: What are the differences in our interface compared to Intrado's?

A: As in any Window's based application, there will be differences. However training will be conducted by CenturyLink's Public Safety Support Services team to ensure our PSAP customers are educated on using the WebDBMS and WebPSAP interfaces which will provide real-time data access to a variety of stakeholders.

Q: What is our training plan for our Interface?

A: The 911 Support Services Team will conduct training with each PSAP and collaborate with their team to schedule their training prior to the ALI migration.

Q: What are the dates for that training?

A: This is a rolling schedule for all 7 states. The state of Colorado has a target completion date for training of 5/30/14. The Support Services team will work directly with each PSAP to schedule their WebDBMS & WebPSAP training.

Q: What is the target date for the cut?

A: The ALI transition will work directly with each PSAP to schedule their transition date.

Q: How will each PSAP be notified for each of the steps above, and any other steps?

A: Initial notifications for Colorado have already been distributed. Training and ALI migrations will be scheduled through the 911 Support Services Team.

Q: Will the PSAP be required to buy any new equipment in support of this transition?

A: No, there should be no new equipment required at the customer premise in support of this migration. CenturyLink already has a geographically diverse and fully redundant ALI Database Management platform. CenturyLink is building out that ALI network and ALI access routers to the same location as the current ALI access routers that deliver their ALI traffic to our current subcontractor (Intrado). At the time of the cutover, CenturyLink technicians will redirect the ALI traffic from the current ALI Access routers to the new ALI access routers.

Q: How does this affect my current contract or rates?

A: This transition will have no effect on your current contract or rates. Quite simply, CenturyLink is bringing work "in-house" that we formerly used a subcontractor to perform.

Q: Why is CenturyLink making this transition?

A: After the merger of the CenturyTel, Embarq, & Qwest into CenturyLink, the CenturyLink executive team directed a review of 9-1-1 operations within the merged company. Based on that team's recommendations and CenturyLink success as an ALI Database Management provider, it made sense to transition this component of 9-1-1 from a sub-contractor (Intrado) back to CenturyLink for ALI Database Management services. In addition, it better prepares our customers for their eventual migration to a NG9-1-1 ESINet.

Q: Do I have the option to keep my ALI Database with Intrado?

A: CenturyLink is your ALI Database provider, not Intrado. Intrado is a subcontractor that CenturyLink hired to manage ALI on our behalf. CenturyLink through its' Public Service Commission approved tariffs provides ALI database services to you. These tariffs provide terms and conditions which protect both the PSAP and CenturyLink. To the best of CenturyLink's knowledge, Intrado has not filed any tariffs to provide these services. This lack of regulatory oversight could put both the PSAP and their residents at risk.

Q: Where are some of the locations you currently provide ALI Database Management Services?

A: Currently, our largest existing customer is the City of Las Vegas. In the Las Vegas Valley, we manage 1.3M records. In the State of Florida we manage around 1.8M records and in the State of North Carolina we manage 1.5M records.