Moves, Adds, Changes and Maintenance Requests
For Arizona's 9-1-1 Systems

It can be difficult for Arizona's 9-1-1 PSAPs to know whether a request for changes in the PSAP equipment or network will require a billable Move, Add, and Change (MAC) Order or if the request is covered under their existing maintenance agreement. This document is intended to provide an overview of what may require a MAC order or maintenance request and to provide guidance on the process to follow, respectively.

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Reason for Issue/Reissue

Document Number	Approval Date	Reason For Changes
AZ9-1-1 Moves, Adds, Changes and Maintenance Requests	05/02/2018	Initial Document
AZ9-1-1 Moves, Adds, Changes and Maintenance Requests	[MM/DD/YYYY]	[Reason for revision]
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9-1-1 Move, Add and Change (MAC) Orders

The 9-1-1 Equipment Maintenance Provider (CenturyLink/Frontier/MR911) may fulfill requests for the 9-1-1 PSAP that require a <u>billable</u> MAC order.

What is a MAC?

<u>M</u>ove, <u>A</u>dd, <u>C</u>hange order

MAC labor can be quoted as a firm quote or as an estimated quote which would bill the technician time of actual time used to complete the MAC order.

Types of MAC Orders:[1]

- Equipment Only MAC Request
- Labor Only MAC Order
- Labor and Equipment MAC order Request
- Equipment only with NO maintenance support services
- Equipment with Labor NO maintenance support services

PSAP ACTIVITIES that may require a MAC order:

- Move or rearrangement of existing 9-1-1 equipment, network, wiring and cabling.
  - This includes any hardware associated with the 9-1-1 PSAP that is maintained by the 9-1-1 distributor (CenturyLink/Frontier).
  - Examples:
    - PSAP remodeling, rewiring console furniture, new carpet and or new building.
- PSAP request a move to a new building or address.
- PSAP upgrades and/or purchases a new telephone administrative telephone system and wants to interface existing 9-1-1 equipment.
  - PSAP wants to add change or rearrange administrative telephone numbers on 9-1-1 system.
  - PSAP orders and adds new ring down type circuits to 9-1-1.
- PSAP upgrades and/or purchases a new logging recorder and wants to interface to existing 9-1-1 equipment
  - PSAP wants new ALI data to logging recorder.
- PSAP upgrades and/or purchases a new radio system and wants to interface to existing 9-1-1 equipment
- PSAP upgrades and/or purchases a new CAD system and wants to interface to existing 9-1-1 equipment
  - PSAP wants new ALI data to new CAD system.
- PSAP requests software programming changes to existing 9-1-1 system.
- Damaged equipment through NOT normal "wear and tear" (Spilling items on keyboard). This would require new equipment to be ordered and quoted which would not be funded by the State.
  - User Initiated – Spilling liquid on keyboards
  - Lightning
  - Power Surges

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[1] Thank you to CenturyLink for sharing their process. CenturyLink 9-1-1 Move, Add, Changes (MAC) Orders – 170811 9-1-1 MAC Orders Rev 1

- Hardware, software, telecommunications or network technology not included in the original design
- Installation and configuration changes that result from site additions or relocations that were not included in the Statement of Work (SOW)
- Delays of more than one half (1/2) hour resulting from Customer's failure to meet its obligations
- Additional site visits required by 9-1-1 Service Provider personnel as a result changes in Customer requirements or Customer's failure to meet its obligations

To Request a MAC:

- Call or email your 9-1-1 Equipment Maintenance Provider.
  - Request MAC activity required including requested due date.
  - 9-1-1 Equipment Maintenance Provider will email you a quote.
  - Get the proper authorization required and sign quote or submit a PO to your 9-1-1 Equipment Maintenance Provider.
- MAC Quotes always will require a customer/PSAP signature for approval for processing of the MAC order.
- 9-1-1 Equipment Maintenance Provider will process the MAC order and provide hour shipping or due date information. Normally this is completed via call or email.
- All MAC due dates must be negotiated with the 9-1-1 Equipment Maintenance Provider and the PSAP.

Maintenance and Service Requests

As part of the funding provided to the 9-1-1 PSAP, the Arizona 9-1-1 Program Office ensures that a PSAP has a maintenance agreement, service agreement, and software support agreement to support their 9-1-1 equipment and network. The maintenance, service, and software support agreements are essential to the proper maintenance and support of the 9-1-1 system.

What is Maintenance/Service?

As Arizona's PSAPs transition from a legacy 9-1-1 environment to a Next Generation 9-1-1 (NG9-1-1) environment, the types of requests that fall under a maintenance or service agreement may vary. Refer to your PSAP maintenance and/or service agreement for specific information regarding maintenance and support or contact your agreement provider (CenturyLink/Frontier/MR911).

Maintenance/Service of the PSAP 9-1-1 equipment and network can include, but is not limited to, failures, breakages, programming, hot fixes, and patch maintenance as required by the 9-1-1 equipment vendor or network provider. The PSAP's individual maintenance agreement should be referred to for a comprehensive definition of and list of covered services. There may be times when a time and materials (T&M) arrangement is more appropriate than establishing a maintenance/service agreement. This type of arrangement will need to be discussed with the State 9-1-1 Office prior to agreement.

Types of Maintenance/Service Requests

For NG9-1-1 systems in a host/remote environment, many changes once maintained by the PSAP will need to be supported by the 9-1-1 service provider due to the network configuration. Legacy 9-1-1 PSAPs who have the capability of making changes can do so or may request assistance from the 9-1-1 service provider.
- Outages
- Breakages/Failures as a result of the equipment or network.
    - Does not include breakages associated with personnel abuse, agency related actions, or acts of God.
- New or change to programming. CenturyLink users will email request using the add/change intake request process (Email Address "NG911 PSAP User Requests AZ".) *A separate document is available to CenturyLink NG9-1-1 users defining what is not available under the agreement.*
    - Adding/Deleting New User Passwords
    - Speed Dials (Speed and Auto dials are managed by the PSAP.)
    - Adding Employees/Users
    - Deleting Employees/Users
    - Roles – Add, change or deleting roles (ACD Only, refer to attached Role change form)
- Upgrades to 9-1-1 equipment platform as required by the 9-1-1 vendor.
    - The Arizona 9-1-1 Program Office will work with the 9-1-1 service provider and PSAP should the upgrade require additional funding beyond the maintenance or service agreement.
- Hot Fixes and/or Patches
- All Security Fixes and or Patches
- Creating and Managing VPN access for GIS and MIS Users

Software Support

What is Software Support?

Service Providers include application software and firmware support for the CPE proprietary application software and firmware products, in accordance with the terms and conditions of the AZ State Term Contract Software and Firmware Support Program ("Support Program"). A separate Support Program applies to each proprietary application software or firmware license installed.

Software Support Maintenance Requests

Legacy 911 System:
- PSAP/Arizona 9-1-1 Program Office will request a quote from service provider for a new or renewal software support maintenance quote.
- PSAP/Arizona 9-1-1 Program Office will provide the term of contract, one – five years and expiration date. All support should terminate and expire on fiscal year end of 6/30/xxxx, if possible.
- The length of a renewal term may be limited if the related software or firmware has reached a point in its lifecycle where only a shorter support term is available. Any such limitation on Support Program terms will be communicated to the Customer at the time of purchase.
- This request can be completed by calling or emailing the service provider.
- Once the quote is provided by the 9-1-1 Service Provider or vendor, the Arizona 9-1-1 Program Office will provide a funding a letter for approval for state funded equipment.

NG9-1-1 systems in a host/remote environment:
- For NG9-1-1 systems in a host/remote environment, software support is <u>included</u> for all Vendor software support maintenance and renewals within the term of the contract.

Types of Software Support Requests

Legacy 911 System:
- New/ Renewal Software/Firmware Support requests associated with the 9-1-1 Service Providers maintained 9-1-1 System(s).
- Custom Extended Support Programs for legacy or end of life Service Providers maintained 9-1-1 System(s)

NG9-1-1 systems in a host/remote environment:
- For NG9-1-1 systems in a host/remote environment, software support is <u>included</u> for all Vendor software support maintenance and renewals within the term of the contract.
- No new or renewal Software Support requests are required during the term the contract.

To Request Maintenance, Software, and Service Support

For all emergency service issues, immediately contact your 9-1-1 service provider. Unless previously defined in the prior sections of this document, requests for maintenance, software, and service support follow the same process for reporting as emergency service issues. Each PSAP should have on file a process or procedure defining the agency's response to service impairment, degradation, and/or outages.

For CenturyLink Customers: For immediate service interruptions, outages, or failures, create a ticket with the CenturyLink 9-1-1 CPE Equipment and Network Services at **1-800-357-0911**. For escalation, refer to the CenturyLink E911 Repair Contact list provided to you.

Provide the CenturyLink NOC representative with the following information:
- *Your Name, PSAP Name, PSAP ID #, and telephone number to reach you*
- *Detailed description of the trouble you are experiencing along with the scope of the problem (i.e. include Date/Time of the trouble, the Telephone Number displayed, any ALI information if warranted, Position Number, etc.)*
- *Obtain the CenturyLink Ticket Number and Name of the CenturyLink Rep*

For Frontier Customers: For immediate service interruptions, outages, or failures, create a ticket with the Frontier Communications 9-1-1 Customer Care Center at **877-245-3511**. For escalation, refer to the Frontier Trouble Reporting Procedure provided to you.

Provide the Frontier representative with the following information:
- *Your Name, PSAP Name, PSAP ID #, and telephone number to reach you*
- *Detailed description of the trouble you are experiencing along with the scope of the problem (i.e. include Date/Time of the trouble, the Telephone Number displayed, any ALI information if warranted, Position Number, etc.)*
- *Obtain the Frontier Ticket Number and Name of the Customer Care Rep*

For MR911 Customers: For immediate service interruptions, outages, or failures, create a ticket with the Maricopa Region 9-1-1 system.