

PSAP SAFETY NET SIGN UP

Scope of Service: HBF Group, Inc., and Northern 911 have teamed up to provide PSAPs with a unified call center for mis-routed VoIP 9-1-1 calls. In the event that a PSAP receives a VoIP 9-1-1 call that was delivered in error and the PSAP can not transfer the call to the appropriate PSAP, then the PSAP can transfer the call to a toll free number for rerouting.

How It Works: HBF maintains a database of all U.S. PSAPs which includes a 10 digit contingency routing number. Northern maintains a call center staffed with APCO certified call takers who are dedicated to handling 9-1-1 calls. We will provide you a toll free telephone number to transfer a mis-routed VoIP call. The Northern call taker will inquire as to the location of the caller and then transfer the call to the appropriate PSAP if possible.

How to Sign Up: Complete page 2 of form and fax it back to 512-481-0917 or email a scanned, signed copy to safetynet@hbfgroup.com.

Terms: HBF and Northern shall, consistent with industry standards, provide qualified personnel who will use acknowledged methods and methodologies in performing this service. However, the PSAP acknowledges that 9-1-1 call transfers entail the likelihood of some human and machine errors, omissions, delays, which may give rise to loss or damage. Neither HBF nor Northern shall be liable on account of any such errors, omissions, delays, or losses. In no event shall HBF or Northern be liable for indirect, special, or consequential damages, even if either party has been advised of the possibility of such potential claim, loss, or damage. The foregoing limitation of liability and exclusion of certain damages shall apply regardless of the success or effectiveness of other remedies.

Termination: This service is provided free of charge to the public safety community. HBF and Northern reserve the right to discontinue this service at any time. HBF and Northern may also terminate the service to specific PSAPs for misuse.

Restrictions:

1. PSAPs may transfer only VoIP calls.
2. PSAPs may not disseminate the toll free number to anyone, including other PSAPs.
3. PSAPs shall stay on the call until a transfer has been successfully accomplished.
4. PSAPs shall be responsible for any calls where the appropriate PSAP can not be determined or connected.



PSAP SAFETY NET SIGN UP APPLICATION

PSAP Name* _____

County* _____

State* _____

Address* _____

Contingency Routing Phone #*: _____

9-1-1 Coordinator* _____

Contact Phone #: _____

Contact Email: _____

FCC PSAP ID _____

*** Required Fields**

I attest that I am an authorized representative for my jurisdiction and that I have read and agree to the terms of this agreement.

Name

Date

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