

April 19, 2012

Mr. James Soukup, Director
Durham County Emergency Communications
505 W. Chapel Hill St.
Durham, NC 27701

Subject: Sole Source Justification

Dear Mr. Soukup,

As Durham County is seeking to ensure its 9-1-1 network infrastructure meets the next generation, NENA i3 specifications, I would like to take this opportunity to explain why Intrado is the only 9-1-1 telephone service utility company in the Public Safety industry that is positioned to provide a comprehensive and end to end next generation 9-1-1 infrastructure network. As you consider the unique role and accomplishments of Intrado, our hope is that Durham County will also come to the conclusion that only Intrado can provide a cloud-based call handling solution with a guarantee to meet NENA i3 standards and specifications.

Intrado is the only 9-1-1 telephone service utility with over 140 PSAPs live on a nationwide NG9-1-1 ESInet supporting over 10 million subscribers. Intrado provides the only NG9-1-1 solution that is fully integrated into the 9-1-1 call flow with complete replacement of legacy selective routers and the existing public switched telephone network nationwide. Intrado is a certified local telephone exchange carrier (CLEC) in North Carolina. As a regulated telephone service provider, Intrado provides Durham County with the stability and mature infrastructure required for your next generation public safety and 9-1-1 services.

Intrado provides Durham County an extensive suite of integrated NG9-1-1 services that no other 9-1-1 solutions provider can offer. Intrado's offering includes the market's only cloud-based call handling solution, the only i3 Guarantee solution in the market, and the only live text to 9-1-1 program that is operational in the United States. The Intrado solution provides integrated text messaging, cell phone media (pictures and multi media) delivery, address intelligence, and an option for a state-of-the-art mobile command center for disaster recovery. This extensive foresight and investment in NG9-1-1 provides Durham County with the tools and services it needs for providing its citizens with informed response to emergency situations ultimately resulting in more efficient and effective call taking and dispatch.

Intrado is the only next generation public safety and 9-1-1 services vendor that has successfully deployed an end to end solution fully interoperable with the legacy network and has been operating the network for over 4 years. We trust this letter provides Durham County with the documentation to understand that Intrado is a 911 Telephone Service Utility and has the experience that exceeds other non-utility based NG9-1-1 solutions. If you need further evidence of Intrado's credentials, please let me know. We look forward to partnering with Durham County on the further advancement of your Next Generation network and call handling deployment.

Sincerely,

Brian Elvington
Intrado Account Executive

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