



BEWARESM INCIDENT INTELLIGENCE

intrado[®]



A DISTURBANCE CALL TURNS DEADLY



At 20:02 hours, a police patrol unit is dispatched to a domestic disturbance at 345 Maple Street. While en route to the location, one of the officers queries the street address on the unit's mobile data terminal using BewareSM Address.

Beware Address displays the homeowner as Bernard Johnson, age 42, a Caucasian male with brown hair, blue eyes, six-foot-three-inches tall and 235 pounds. Bernard is a retired combat veteran having served as a sniper in Afghanistan. He also was convicted of felony aggravated assault on a police officer two years prior.

Bernard's information, displayed in a headline format, comes back with a high threat score of 67 out of 100. Officers read a little further in the Beware information profile and discover that Bernard also has a documented history of post-traumatic stress disorder (PTSD) and does not comply well with authority. He also posted information about his battle experiences to social media the day before the call.

With this information, officers request a backup unit. Both units arrive at 345 Maple Street from opposite directions of the street and notice that the house is dark and silent. As a precaution, the officers ask dispatch for air support.

Within minutes, a police helicopter flies over and shines a spotlight on the house to find Bernard Johnson in position on the roof holding a long-range rifle. The helicopter uses the light to blind Johnson and orders him to drop his weapon. Bernard complies and officers move in to arrest him without further incident, and a potentially deadly situation is avoided.

BEWARESM DELIVERS LIFE-SAVING INFORMATION



THE HIGH COST OF HEROISM

From 2002 to 2012, there were 58,261 assaults on law enforcement officers, resulting in the death of a police officer somewhere in the United States every 53 hours.¹

From 2011 to 2012, 73 percent of law enforcement fatalities were the result of ambushes or surprise attacks. Many deaths occurred while officers were trying to stop or arrest a suspect who was previously arrested for a violent crime.²

In today's world, relevant and timely information about people, places and property associated with an incident is just as critical to public safety as a firearm or radio communications. Inefficient access to critical suspect or incident information can affect an officer's ability to adequately identify and respond to an incident that could result in injury or death.

For example, in nine out of 10 calls to 9-1-1 there is additional information associated with an address that is not normally available to public safety, including vehicle registrations, criminal records, warrants, permits, property records, telephone numbers, relatives and social media posts.

What is more, access to a person's medical history, such as diabetes or allergies to specific medicines, can ensure proper on-scene medical treatment to help save a life.

To get this information where, when and to whom it is needed most, Intrado has developed BewareSM, a comprehensive and highly accessible incident intelligence tool.

Designed specifically for call takers, dispatchers and responders, Beware enhances situational awareness by searching, sorting and scoring billions of commercial records in a matter of seconds. Beware provides easy access to relevant information that is critical for a more prepared, more confident and safer response to a potentially dangerous situation.

Sources:

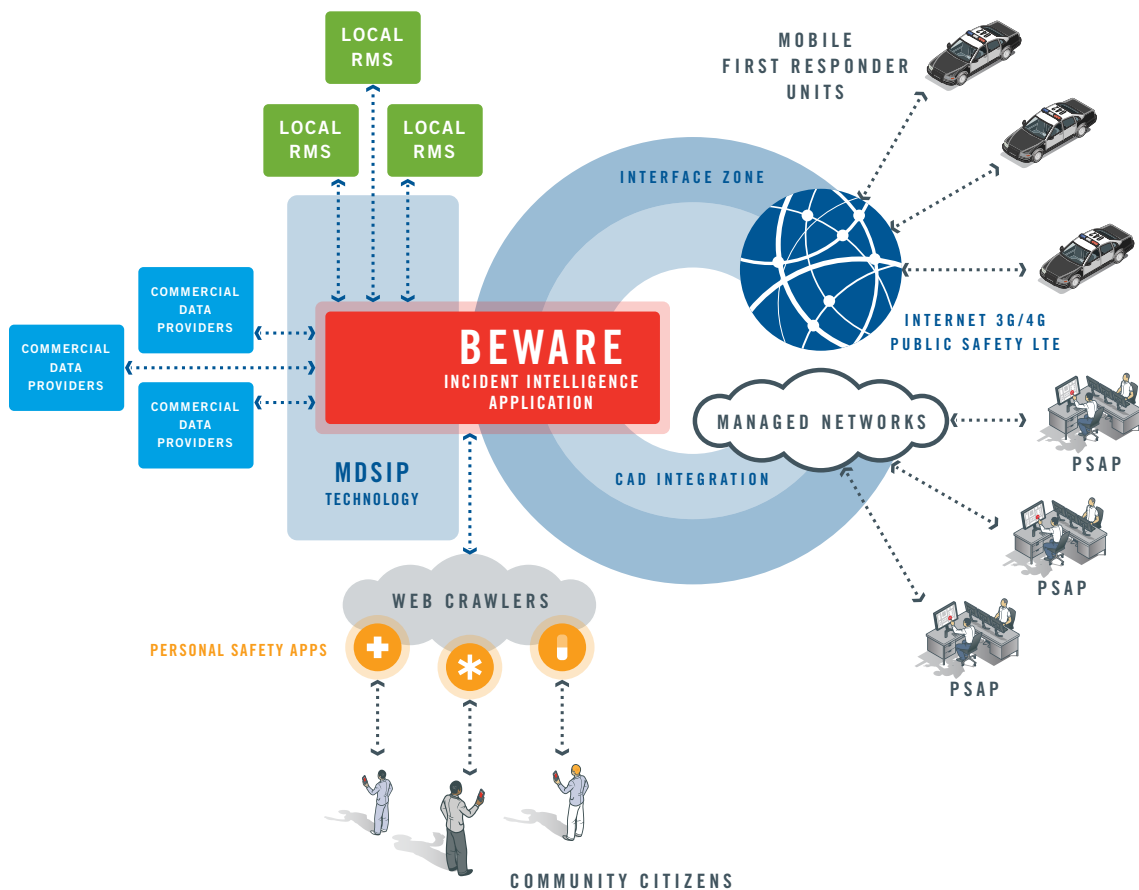
1 - National Law Enforcement Officer's Memorial Fund, April 2012.

2 - Federal Bureau of Investigation 2011 U.S. Census, April 2012.



THE INTRADO

BEWARESM INCIDENT



HOW IT WORKS

Beware solutions deliver data to call takers, dispatchers and responders over a 3G/4G Internet or public safety LTE connection. Beware is fully integrated with existing communications channels. Beware solutions are cloud-based and deploy massive data sourcing integration platforms (MDSIP) to retrieve key data elements from commercial providers, local RMS files and smart Web crawling.

INTELLIGENCE SUITE

The Intrado BewareSM Incident Intelligence Suite is based on significant amounts of historical work in mathematical science, decisioning science and link analysis conducted primarily by the United States military beginning during World War II and advanced during the Cold War. Today, Beware uses a comprehensive set of patent-pending algorithms that search, sort and score vast amounts of commercial records from the largest and most reputable data mining companies in the industry. Beware presents this relevant data as actionable intelligence about the people, places and properties involved in an incident. The information is displayed in an easy-to-read headlined format complete with threat scores—all within seconds of the initial query.

BEWARE PROVIDES CALL TAKERS, DISPATCHERS AND RESPONDERS WITH:

- Enhanced situational awareness at or before the point of engagement
- More informed decision making
- More coordinated, prepared and confident responses to incidents
- Fast, insightful and relevant information about an incident
- Better, safer outcomes for all parties involved

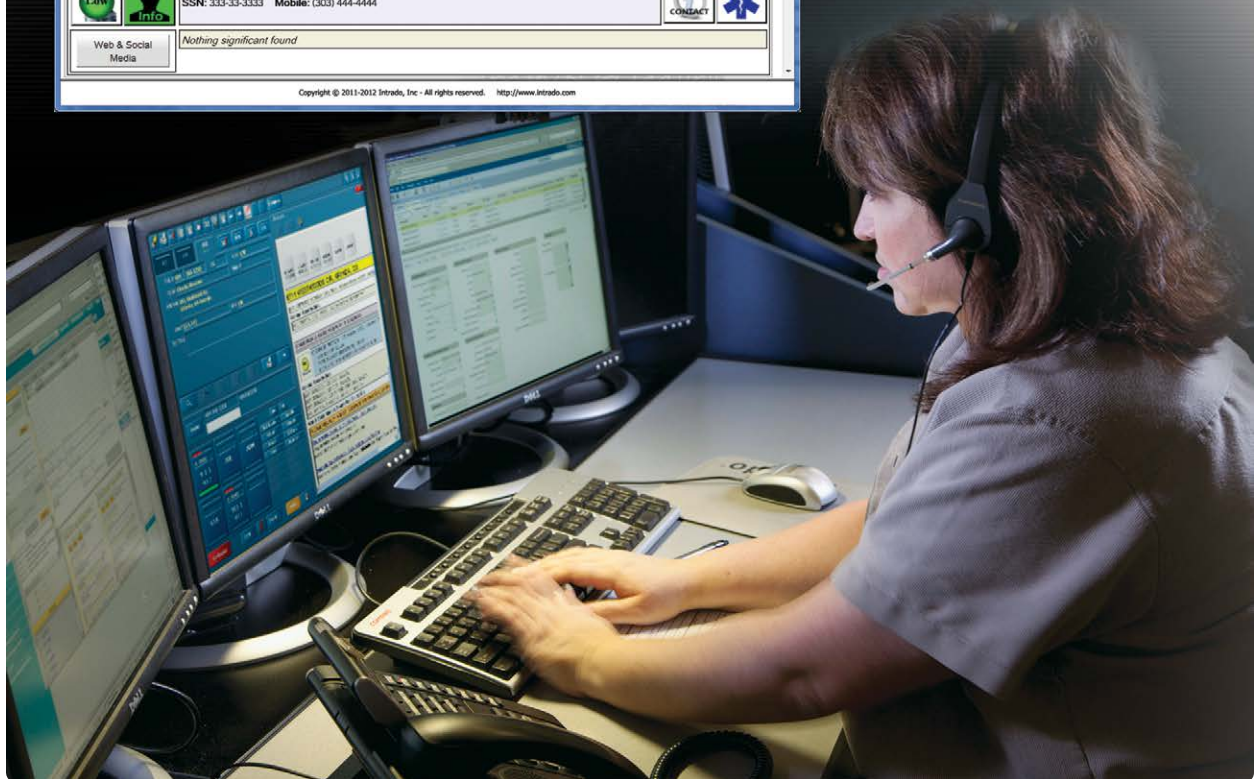
Beware technology offers public safety personnel access to more information than ever before. Call takers, dispatchers and responders have considerably more information about people, places and properties than is typically available to the PSAP or found in local, state and/or federal criminal databases.

THE BEWARESM SUITE

The screenshot displays the Beware Suite interface within a Firefox browser window. The search results are for the address "1234 ANYWHERE ST SOMEWHERE CO 80000".

| Individual | DOB | SSN | Mobile | Notes |
|-----------------|------------|-------------|----------------|---|
| JOHN JAMES DOE | 06/18/1948 | 444-44-4444 | (303) 555-5555 | Definite involvement with Rocky Mt Defenders (suspected white supremacist group). Proud to be part of the Defend America movement and act with vengeance for our country... |
| JOHN J DOE | 10/17/1936 | 123-45-5678 | (303) 123-4567 | possible involvement with gang activities involving prostitution... |
| JOHN JEREMY DOE | 10/01/1936 | 333-33-3333 | (303) 444-4444 | Nothing significant found |

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BewareSM is a browser-based, software-as-a-service (SaaS) solution that provides secure, flexible access to information using any Internet-capable device, such as a smartphone, tablet, laptop or desktop.

Beware services provide call takers, dispatchers and responders with mission-critical information when and where it is needed most. Public safety personnel gain intelligent insight from billions of commercial records and thousands of website hits about people, places and properties in an easy-to-read, interactive, browser-based format complete with threat score headlines and “Beware” statements.

THE BEWARE SUITE OF SERVICES INCLUDE:

- **Beware Address:** Uses a targeted street address to provide public safety personnel with fast, relevant, insightful information about a residence, its occupants and immediate relatives.
- **Beware Insight:** Extensively profiles a person, place or item of interest relevant to an incident or crime. Beware Insight can also be used to help locate fugitives.
- **Beware Caller:** Queries the phone number from an inbound 9-1-1 call to create an information brief about the caller, including name, address, age, gender, immediate relatives and registered vehicles. Beware Caller can also be integrated with Intrado[®] VIPER[®] call processing and CAD solutions.
- **Beware Vehicle:** Uses a vehicle license plate number to provide public safety personnel with owner’s name, address, age, gender, immediate relatives and any available associated information.
- **Beware Nearby:** Searches, sorts and scores potential threats within a specified proximity of a specific location in order to create an information profile about surrounding addresses.
- **Beware Records:** Integrates key caller information and pertinent records from a public safety agency’s record management system (RMS) with the information presented in Beware Address.
- **Beware Personal:** Provides subscriber-supplied personal information, such as medical information, emergency contacts, allergies, diseases, medications and more.

Beware Insight, Caller, Vehicle, Nearby, Records and Personal are offered as separate additional services to Beware Address.

WHY INTRADO

Intrado combines more than 30 years of experience in emergency communications, technical expertise and world-class engineering to deliver Beware™, the most comprehensive, accessible and secure incident intelligence tool in public safety.



INTRADO IS THE PROVEN NEXTGEN 9-1-1 LEADER WITH:

- NextGen technology deployed or in progress of being deployed in over 300 PSAPs
- More than 10 million NextGen 9-1-1 calls handled, serving more than 20 million citizens and counting
- Statewide NextGen deployments in Vermont and Washington
- The highest levels of network availability
- More than 30 years of 9-1-1 innovation and leadership

PSAPs across North America and the world's largest telecommunications companies have trusted Intrado to deliver emergency communications services and technology for more than three decades.

For more information about BewareSM, contact Intrade
at **877.262.3775** or **PSAPinfo@intrade.com**.



About Intrado

In business for more than 30 years, Intrado, a subsidiary of West Corporation, has maintained a focus and passion for saving lives and supporting the needs of public safety. Agencies and telecommunication services providers throughout the world depend on Intrado for emergency communication services and technology. Intrado's dedicated focus on emergency communications technology allows the company to continue pioneering network innovations that improve emergency response. For more information, visit www.intrado.com, or follow Intrado on Facebook and Twitter for the latest news.

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