

# Getting Started with AirOneSG PS-ALI Service

Effective November 1, 2019

Welcome to AirOne Solutions Group PS-ALI Service. AirOne Solutions Group (AOSG) offers a service designed to provide our client with the ability to properly manage their PS-ALI 911 records in the maser ALI database of record. The following will help you understand the process of onboarding with AOSG for PS-ALI services.

- When a client first reaches out to AOSG for PS-ALI services, AOSG will work with the client to establish the initial account set up fees and recurring billing schedule as part of Exhibit A of the PS-ALI Service Agreement (“the Agreement”). Once the client and AOSG have agreed on the configuration and pricing, the client will complete and return the Agreement and supporting Exhibits to [support@aironesg.com](mailto:support@aironesg.com) and AOSG will confirm the agreement, countersign and return a copy of the agreement to the client.
- Client will also at that time return a copy of the Letter of Agency that is included in the Agreement as Exhibit B. This Letter of Agency provides AOSG the ability to work with any entities that may be required to transition the management of the PS-ALI records from the current service provider to AOSG. Client will need to replace Exhibit B, Letter of Agency at the top of the Exhibit with the remaining text on the client’s letterhead.
- Once all agreements and Letter of Agency have all been signed and returned to AOSG, AOSG will countersign and return a copy of the signed agreement to client along with an invoice based on the agreed upon amounts in Exhibit A of the Agreement.
- Client will then provide a complete list of telephone numbers that client subscribes to from the current service provider. This information is required to migrate the clients ALI data to AOSG effectively making AOSG the “owner” of these ALI records on the client’s behalf. The submission of this data to AOSG must be provided in either of the formats specified by AOSG at the time of the signing of the Agreement. AOSG will provide spreadsheets for clients that do not already have data formatted properly to use to upload the client data to AOSG. Client will then send that spreadsheet to AOSG for initial provisioning of the records in the ALI database and in the AOSG online portal. It is important that the client provide ALL DID telephone numbers that the client subscribes to in order to allow AOSG the ability to help scrub the ALI database of inaccurate or outdated ALI records.
- AOSG will then upload/migrate all the client data to the regional ALI database through ComTech and verify validity of all data through the MSAG validation process to ensure accuracy of all submitted data in the required NENA formats for ALI record uploads. Any

errors in the validation process will first be managed by AOSG support personnel and if needed, will engage the client for clarification.

- Once the initial load of data has been submitted, the client will then be able to log into the online portal from the ASOG website to view their account records, contact information, and all ALI records submitted and enabled. AOSG will provide the client with a link to this portal along with their log in credentials when a fully activated Agreement is in place.
- Once the client has this online access, they will be able to continually manage all of their PS-ALI records as they see fit. They will be able to import records into the database as they need, review and edit individual records as required, manage their internal contact details, review billing information and contract renewal dates.
- AOSG looks forward to serving your needs for PS-ALI database management. When looking for enterprise 911 services, including 911 call routing nationwide, on site alerting and notification solutions, panic button alerting products and service and more, AOSG has the solutions to make the clients job much easier.