



October 20, 2016

TO: Mayor Jim Gray
Sally Hamilton, CAO
Urban County Councilmembers

FROM: Robert Stack, Director
Lexington Enhanced 911

Robert Stack

RE: Neustar Inc. Service Agreement

Request:

The Division of Enhanced 911 is requesting authorization for the Mayor to sign a renewal agreement with Neustar, Inc., which allows this agency to access the Number Portability Administration Center covering the Regional Bell Operating Companies US Service Areas for the purpose of determining which telephone company a phone number is affiliated with. Neustar maintains the "clearing house" telephone portability service for the Federal Communications Commission under an exclusive agreement. Neustar data is used to maintain the accuracy of the local 911 database, which identifies the carrier and location (landline) associated with a telephone number used to dial 911.

Why are you requesting?

The Division of Enhanced 911 receives >628,000 calls annually, of which >269,000 are 911 calls. Portability laws allow customers to keep their landline, wireless and VoIP telephone number when changing carriers and/or location, but location and carrier information is occasionally missing from the call data presented to 911. Neustar maintains the master database of phone numbers and corresponding carriers, which is useful in settling ownership disputes between carriers.

What are the costs in this budget year and future budget years?

The annual fee is \$2,000.00 for the duration of the three year agreement.

Are the funds budgeted?

Yes and fully funded in accounts: 4205-505602-0001-77802 @ \$1,920 & 4204-505602-0001-77802 @ \$80 .

File Number: 1196-16

