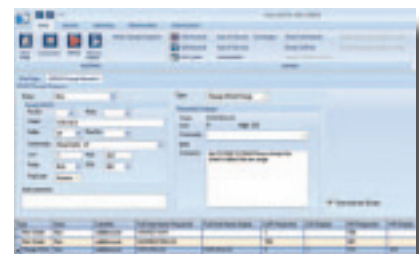
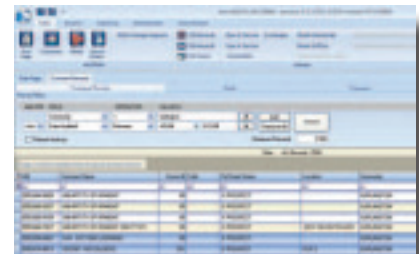


ALI Database Services



Your Challenges


- Transitioning data across systems
- Standardizing your 9-1-1 data
- Ensuring updates to the 9-1-1 database are made in a timely manner
- Working with Service Providers to resolve errors
- Managing Local Number Portability (LNP) and stranded unlocks
- Incorporating new Service Providers and multi-line telephone system users seamlessly
- Understanding how changing industry standards and technology affect your 9-1-1 data
- Adjusting staff levels to maintain cost efficiency without sacrificing 9-1-1 database function or integrity
- Training your database team and Service Provider users
- Maintaining control of user access and permissions



 @TCS_NG911

 Next Generation 9-1-1
Resources for the PSAP

 www.911fromTCS.com

 1.800.557.5869

 sales@telecomsys.com

See TCS' complete line of products and services at www.telecomsys.com.

Your Established Partner

TeleCommunication Systems, Inc. (TCS) (NASDAQ: TSYS) is a world leader in high availability and secure mobile communication technology. TCS infrastructure forms the foundation for market leading solutions in E9-1-1, text messaging, commercial location and deployable wireless communications. TCS is at the forefront of new mobile cloud computing services providing wireless applications for navigation, hyper-local search, asset tracking, social applications and telematics. Millions of consumers around the world use TCS wireless apps as a fundamental part of their daily lives. Federal government agencies depend on TCS' cyber security expertise, professional services, and highly secure deployable satellite solutions for mission-critical communications. Headquartered in Annapolis, MD, TCS maintains technical, service and sales offices around the world. To learn more about emerging and innovative wireless technologies, visit www.telecomsys.com.

TeleCommunication Systems, Inc.
275 West Street
Annapolis, MD 21401 USA
Toll Free: 1.888.728.8797
Outside US: +1.410.263.7616
www.telecomsys.com

Enabling Convergent Technologies® is a registered trademark of TCS. All other trademarks are the property of their respective companies. Information subject to change without notice. | NasdaqGM: TSYS | 150408

TCS TeleCommunication
Systems
Enabling Convergent Technologies®

Specifications

The ALI Service Bureau

Our custom 9-1-1 DBMS software maintains the integrity of your 9-1-1 data, while our ALI Service Bureau (ASB) maintains the integrity of the data process. Our team of professionals has a wide-area view of the 9-1-1 data network. From Service Provider to 911 database to PSAP, when you contract with the ALI Service Bureau we ensure consistent data flow. Flexibility, efficiency, expertise and experience – it's all here. The ALI Service Bureau will help you meet your responsibilities and challenges by:

- Coordinating between the administrator and Service Providers to standardize load and file formats, check validity of MSAG records, and audit TNs against the MSAG
- Offering Service Providers a variety of NENA standard formats for daily Service Order processing
- Providing oversight and monitoring of daily Service Order activity
- Working with Service Providers to prevent and resolve daily Service Order errors
- Managing wireline, wireless and VoIP records 'stranded' in the database by LNP
- Helping new Service Providers and multi-line telephone system users access the 9-1-1 database by ensuring they have proper permissions, assisting with the initial load or migration of records, and instructing them on your data management expectations
- Maintaining a broad perspective of how changes in the industry and technology affect your data by keeping current with NENA standards and understanding how wireless and VoIP affect your 9-1-1 data
- Adding flexibility to your staffing requirements – ASB handles your 9-1-1 data workload, taking the pressure off you and your staff
- Training administrators, Service Providers, and multi-line telephone system users
- Providing and managing user access to the database

ALI Service Bureau Benefits

- Work with Service Providers on your behalf
- Oversee daily Service Order activity
- Manage unlocks 'stranded' in the database by Local Number Portability
- Offer superior support: A One-Stop-Shop for any ALI Database management
- Provide training and support for xALI DBMS and xALI Web at project kick off – and at any time during your contract for new administrators and Service Providers
- Provide flexible training options for all users
- Educate multi-line telephone system users on proper database maintenance of their records
- Research "Record Not Found" and ALI Discrepancies
- Manage user access and permissions
- Assign pANI for wireless and VoIP carriers
- Manage MSAG additions and updates
- Analyze Service Order uploads to ensure accuracy