Q-3 Indiana 9-1-1 Board Report

for the reporting interval ending

November 1, 2013

from

INdigital telecom

Executive Summary

This report is for the year to date third quarter of 2013 as an update to the status of the IN911 network.

section A – project overview, items 1 through 5:

- Work continues to sunset the Crossroads (G-1) network.

  The FDC (functional direct connect) project is nearly complete. All counties are now online, although some call transfer functions have not yet been implemented by some of the counties.

- Updated status and network maps are included in this report.

section B – network status, items 6 through 10:

- The G-11 network now provides direct Internet Protocol service for 17 counties. The network is compliant with the emerging NENA i3 standards.

- updated call activity charts are included in the report, and call volumes are slightly lower than 2012.

  Call volumes for transferred calls between local 911 agencies and the Indiana State Police remain constant.

section C - industry stakeholders, items 11 through 14:

- There are no wireless carrier issues to report.

- Our work with Frontier and Century Link for 911 service provider to provider transfers is done.

  We continue working with Windstream to establish inter-agency connectivity in Ohio.

### section D - Network quality, items 15 through 20:

- There are no significant operating issues to report.

- Trouble ticket levels remain very low as an index to total calls processed.

- There are no outages to report.

- Network and functional element testing will continue in accordance with our standards and practices.

section E- Project updates and new service development, items 21 through 24:

- texTTY, (the non-voice service platform) is being aggressively rolled out throughout the state in a text **FROM** 911 configuration.

  INdigital is working closely with TCS and VZW on the development of industry standards based **TO** 9-1-1 service.

- INdigital has fully resolved the '858 patent issue.

section A – IN911 project overview

1). Our work to sunset the (G-1) Crossroads network now continues by attrition. As carriers add, move or change 911 trunking, new activity will be on the G -11 SIP:ME (SIP message engine) platform, and the G-1 network will deprecated.

2). All counties are now connected to the G-11 SIP:ME platform. Some incidental and safeguard connections continue to use the G-1 / G-2 network, and we are migrating these as other network changes take place.

3). All counties, (FDC represented by striped blue and green shading on this map) use one of two versions of functional direct connect (FDC). All solid color counties are fully integrated on the IN911 network.

All counties have full call transfer capabilities.

4). The MEVO and texTTY indicator color boxes show the current deployment status of these service platforms.

5). A full view network summary map is on the following page.
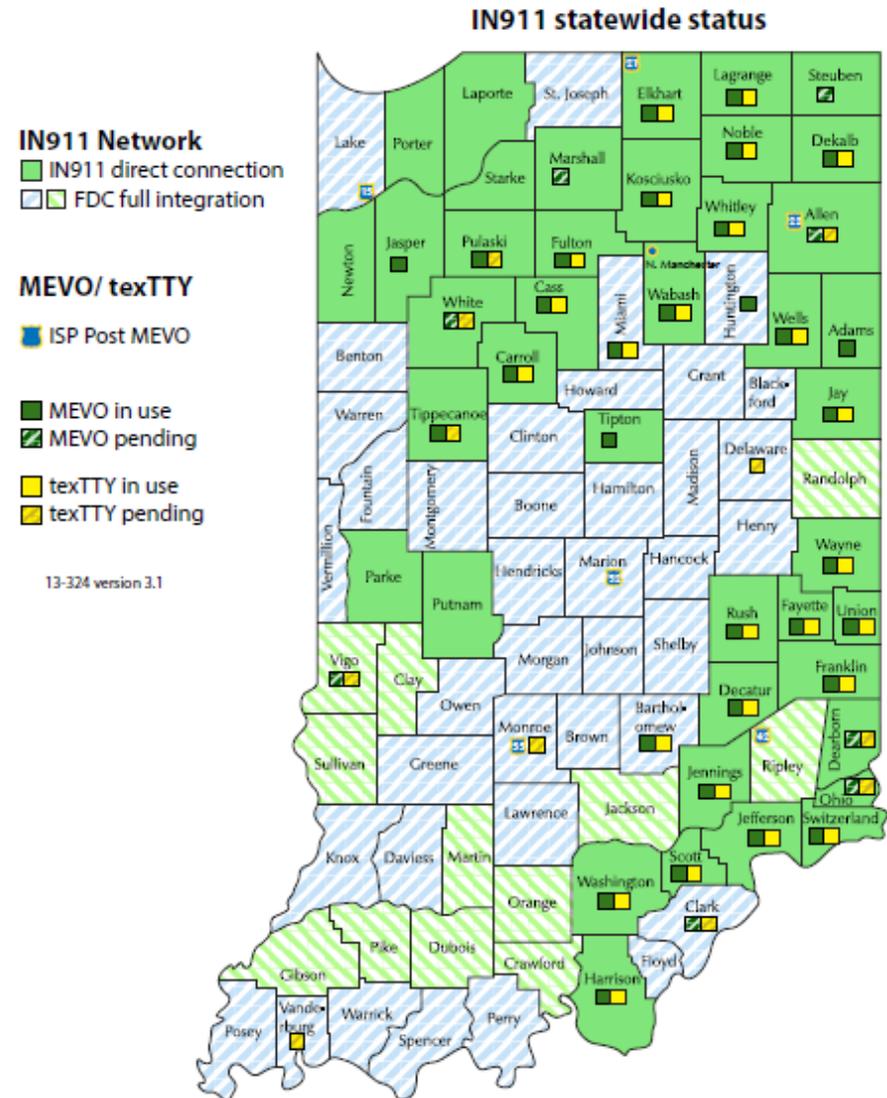
IN911 statewide status
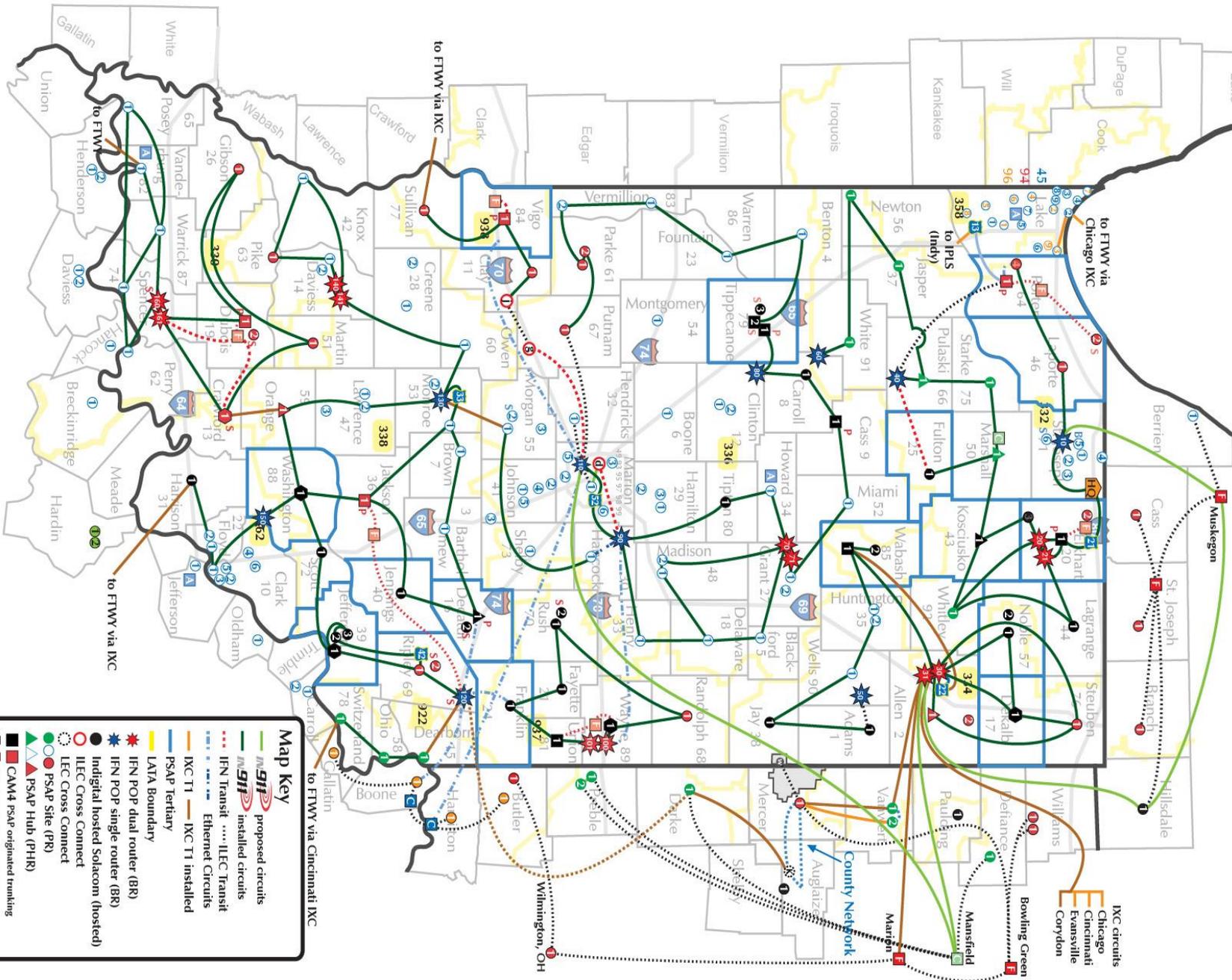
IN911 Network
- ▦ IN911 direct connection
- ▦▢ FDC full integration

MEVO/ texTTY

- ▦ ISP Post MEVO

- ▦ MEVO in use
- ▨ MEVO pending

- ▢ texTTY in use
- ▨ texTTY pending

13-324 version 3.1

Version 21.0   13-235   www.in911.net | 877-469-2010

Map Key

- CenturyLink DMS
- CBT 5ESS SR
- ATT 5ESS SR
- Frontier SR
- Toll Road Admin Building
- Indiana State Police
- SS7 PSAP originated trunking P = Primary S = Secondary
- CAM4 PSAP originated trunking
- PSAP Site (PR)
- PSAP Hub (PHR)
- Indigital hosted Solacom (hosted)
- LEC Cross Connect
- ILEC Cross Connect
- IFN POP single router (BR)
- IFN POP dual router (BR)
- IFN Transit
- PSAP Tertiary
- LATA Boundary
- IXC T1 installed
- IXC T1
- Ethernet Circuits
- ILEC Transit
- installed circuits
- proposed circuits

to FTW!
to FTWY via IXC
to FTWY via Cincinnati IXC
to FTWY via Chicago IXC
to IPLS (Indy)

County Network

IXC circuits
Chicago
Cincinnati
Evansville
Corydon

Wilmington, OH
Marion
Mansfield
Bowling Green
Muskegon

section B - network status

6). **IN911 network service enhancements** – Our work to make the IN911 network as highly available as possible continues. A new version of the network map shows the direct IP connectivity, as well as adjacent state connectivity. Currently 23 counties have full i3 compliant service.

7). **SLA assurance** – INdigital has postponed work on the real time SLA compliance tracking module during the texTTY series 13 rollout.

8). **IN911 Embedded features** – The chart at right shows usage statistics reports for Language Line. This service provides real time language translation service for all agencies.
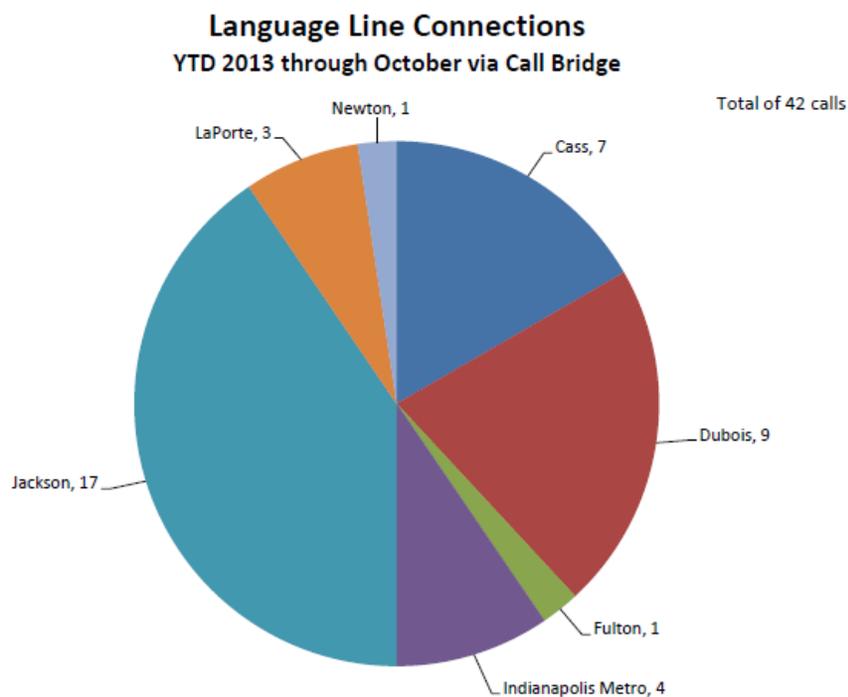
9). **Network stats** – The charts on the following pages show:

- the total overall network activity. Current volumes are ~185,000 calls a month, and the call type statewide is 80% wireless and 20% wireline (based on sampled data.)

- the activity for joined path service within the network. Joined path conference service allows full inter-agency call transfer with location information.

- The ISP call transfer chart shows activity for the Indiana State Police.

10). **ISP transfer capability –** We will be doing follow ups with those agencies that are not currently transferring calls to the state police posts as part of our Network PSAP toolkit and texTTY training in December.

Language Line Connections
YTD 2013 through October via Call Bridge

Total of 42 calls

Newton, 1
LaPorte, 3
Cass, 7
Dubois, 9
Fulton, 1
Indianapolis Metro, 4
Jackson, 17

IN911 Network Weekly Call Totals
January 2006 - October 2013

Jan. '06 - Oct.'13 Total: 18,144,668

2006
2007
2008
2009
2010
2011
2012
2013
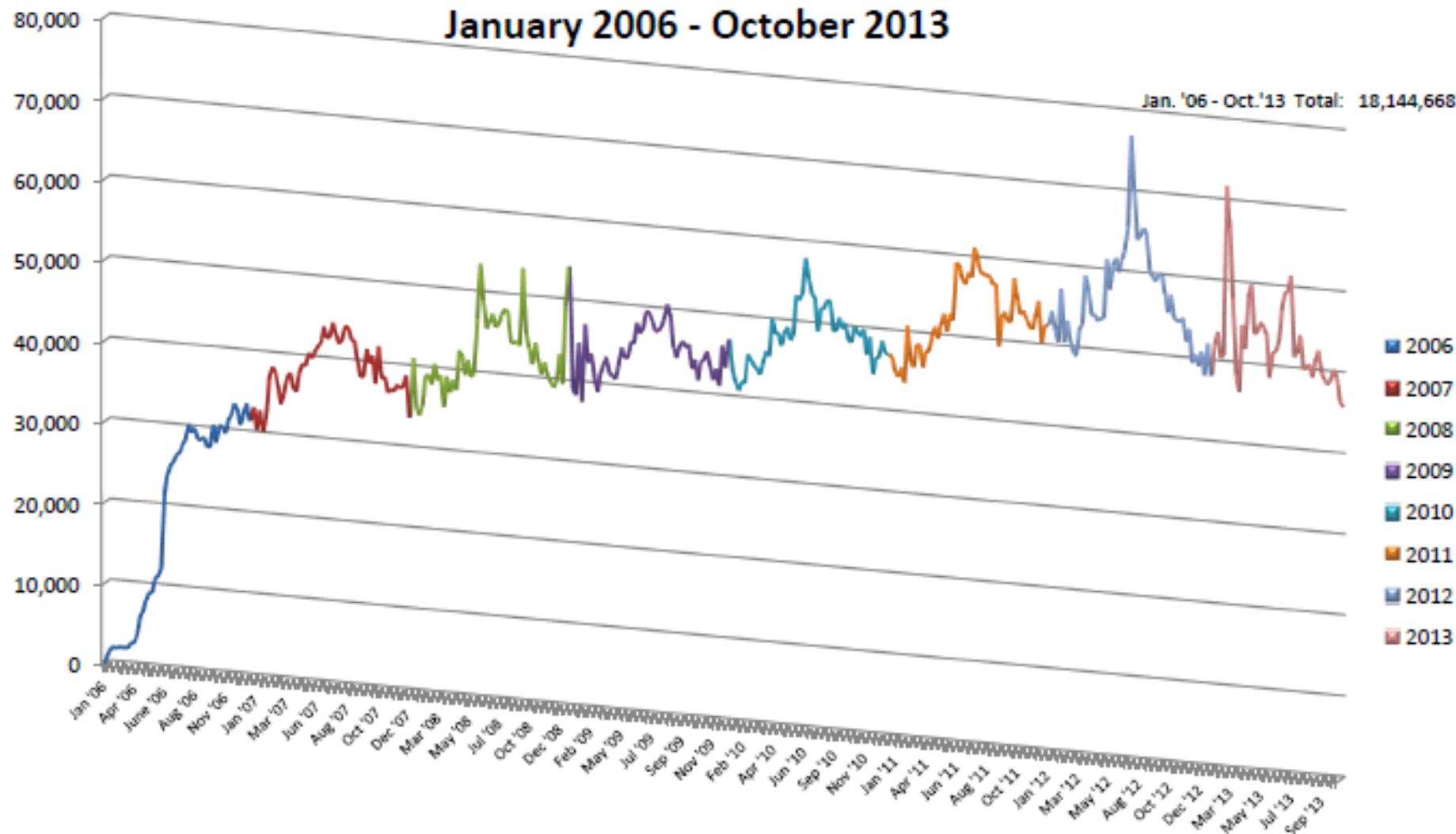
Joined Path Conference Bridge Totals
January - October 2013

Transfers to ISP Posts
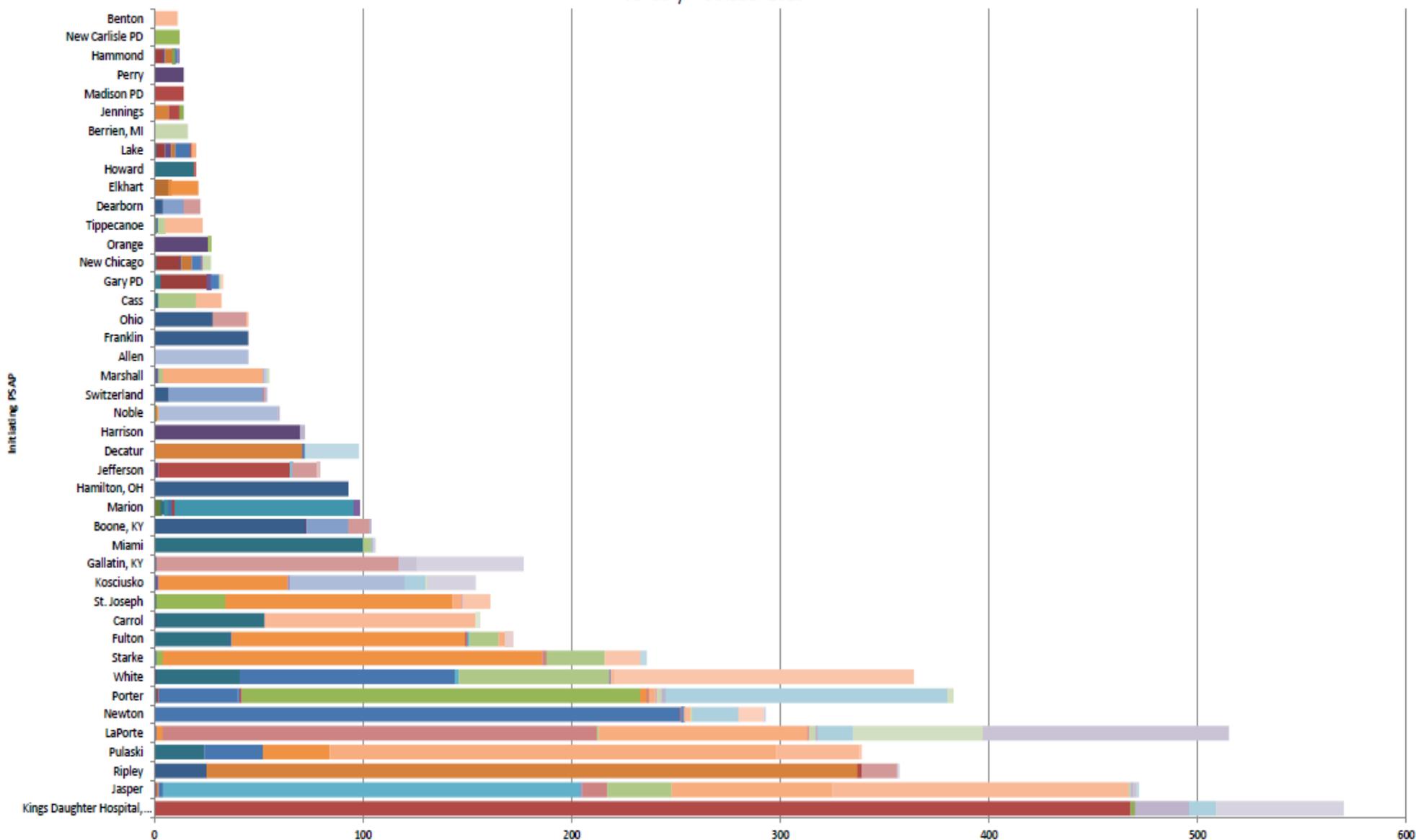
November 2012 to October 2013

D 52 = Indianapolis   D 13 = Lowell   D 21 = Indiana Toll Road
D 42 = Versailles   D 33 = Bloomington   D 22 = Fort Wayne
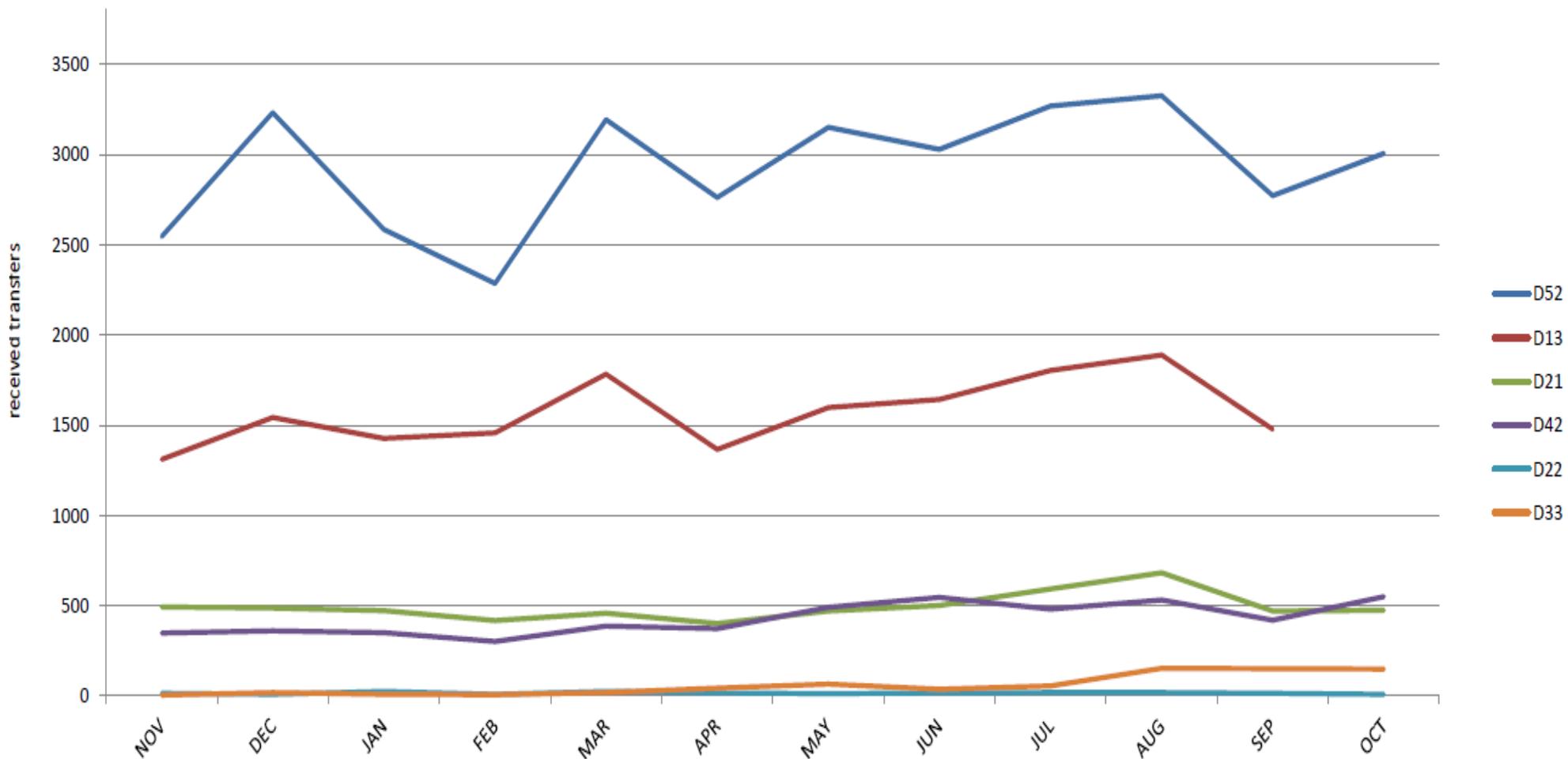
section C - industry stakeholders

11). **Wireless carrier status** - There are no originating service provider issues to report. The wireless carrier connections they use to connect to the IN911 network will continue to transition from the G-2 Crossroads network to the G-11 network.

12). **Adjacent state connectivity** – We continue to work with Windstream for Paulding County Ohio. Transfers can be completed, but there is no ALi service. Windstream is not able to provision the pANis that are needed. We are continuing to work through these final details.

In 2014, we will be developing 9-1-1 service with call transfer capabilities for the 4 Southern Illinois counties that are adjacent to Indiana, and continue to develop the remaining border counties that do not have call transfer capabilities.

13). **Regulatory matters** – There are no new issues to discuss.

14). **Inter-agency cooperation** – There is no update to report.

section D - network quality

15). **G-11 network status** - There are no network issues to report. INdigital continues to receive a normal number of trouble tickets and reports.

Referring to the charts that follow this section, INdigital offers these observations and comments:

- Year to date there have been 230 trouble reports.

  in 2012 – 292   in 2011 – 331
  in 2010 – 294   in 2009 – 278
  in 2008 – 188   in 2007 - 123

- All calls processed since inception is 18,144,668

16). **Trouble ticket analysis** – The graph on the following page is the ticket breakdown by category. We have included the legend in this version of the report to show the 'color to company' relationship.

The majority of the trouble tickets were internally generated (purple blocks) as part of our work for the final network evolution to the G-11 network configuration

- 911 SSP = 911 system service provider
- PSAP Training and Support (a common term)
- OSP = originating service provider
- Leased circuit = (network, a common term)
- PSAP CPE = PSAP CPE vendor or sub-system

IN911 Network Trouble Tickets
2013 through October by Category and Source

Total trouble tickets year to date: 230

Categories (y-axis): 911 SSP, PSAP Training and Support, OSP, PSAP CPE, IN911 Network Core, Leased Circuit

Legend:
- AT&T
- AT&T Mobility
- CenturyLink
- CenturyLink Wholesale
- Cincinnati Bell
- Emergitech
- ETC
- Frontier
- IFN
- INdigital
- Interact
- Intrado
- Level3
- OnStar
- OSSI
- PSAP
- Sprint PCS
- Squire
- TCS
- Time Warner
- Tmobile
- Unknown
- US Signal
- Various
- Verizon
- WTH
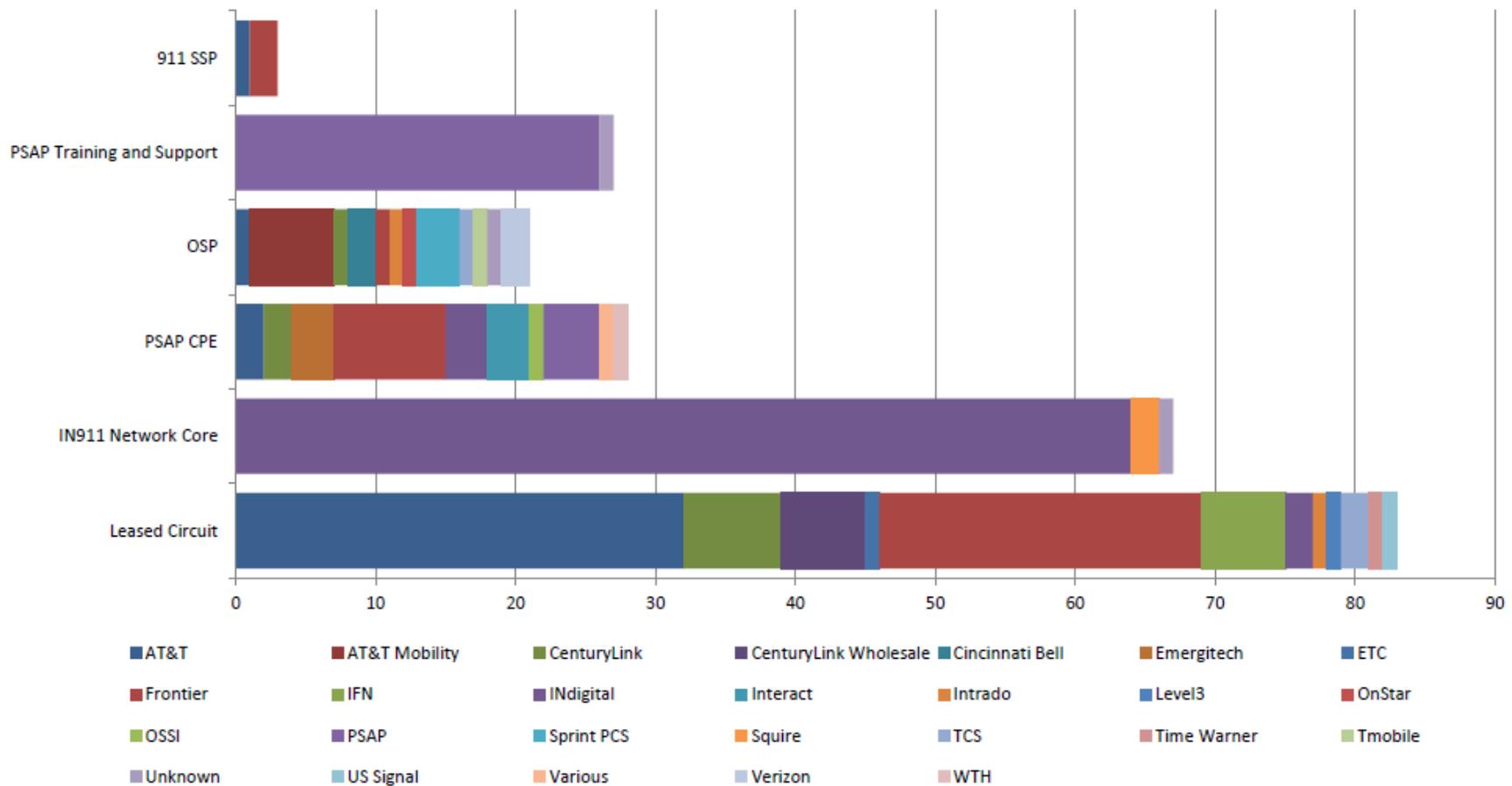
17). **Update on Telephone Service Priority** (TSP) there is no change from the previous status report.

18). **Outage incidents** – INdigital has no outages or other incidents to report in this quarter.

19). **Industry outage events** – No new issues to report during this quarter.

20). **Network testing –** We will continue the next round of functional element testing beginning in the first quarter of '14.

section E – project updates and new service development

21). **Text TO and text FROM 911 | texTTY**

We continue our work to transition from the texTTY series II platform to the Series 13 platform.

The status map on page 3 shows the PSAPs currently using the texTTY platform. Our forecast has been reasonably accurate as it relates to the number of new counties that have (and will be) coming online with the texTTY platform in the next 60 days.

We are now holding weekly project meetings with TCS and VZW. We are forecasting a January rollout of the inbound (text **TO** 9-1-1.)

22). **Patent issues** – We are happy to report that the '858 patent issue is fully resolved. I will conclude this matter with the headline that appeared in one of the trade journals, since his is now a part of the public record:

Cassidian Agrees with INdigital on Patent, Product Reselling (11/20/13)

Source:
http://www.rrmediagroup.com/newsArticle.cfm?news_id=10169

23). **Update of other new projects from our last meeting -** We have continued our negotiations with Smart911 for the availability of their platform for Indiana PSAPs.

INdigital plans to reach a conclusion of these discussions and make the terms of service available early next year.

24). **New projects for discussion -** No new issues during this quarter.