

Q-1 Indiana 9-1-1 Board Report
for the reporting interval of
April 25, 2014
from

***IN**digital telecom*

Executive Summary

This report is the year-to-date second quarter of 2014 status of the IN911 network.

section A – project overview, items 1 through 4:

- The Crossroads (G-1) network has now fully sunset. The FDC (functional direct connect) project is complete, with all counties online.
- texTTY and MEVO services continue to be deployed, with 51 agencies using text messaging. Five counties are receiving incoming text messages from the public, and others will go active within the next 60 days. We recently have completed testing with Intrado's text platform.

section B – network status, items 5 through 8:

- Work continues to eliminate any single point of failures in the G-11 network. 29 counties now have NENA i3 standard equipment, and are connected with IP technology.
- updated call activity charts are included in the report.
- texTTY usage stats indicate fast growth and acceptance of text messaging by the agencies.

section C - industry stakeholders, items 9 through 12:

- There are no issues to report.

section D - Network quality, items 13 through 18:

- There are no significant operating issues to report. Trouble ticket levels remain very low as an index to total calls processed.
- There was one outage in the central Indiana region 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 19 through 21:

- We continue our analysis of the FCC's 911 network reliability order 13-158.

section A – IN911 project overview

1). Early in the morning of April 16th, the two legacy 911 tandems in Fort Wayne and Indy were sunset out of the IN911 network. Referred to as the G-1 network, these two nodes processed millions of 911 calls since 2006.

With this report, we would like to acknowledge the work of Byron Smith for the ongoing legacy he created in advancing public safety.

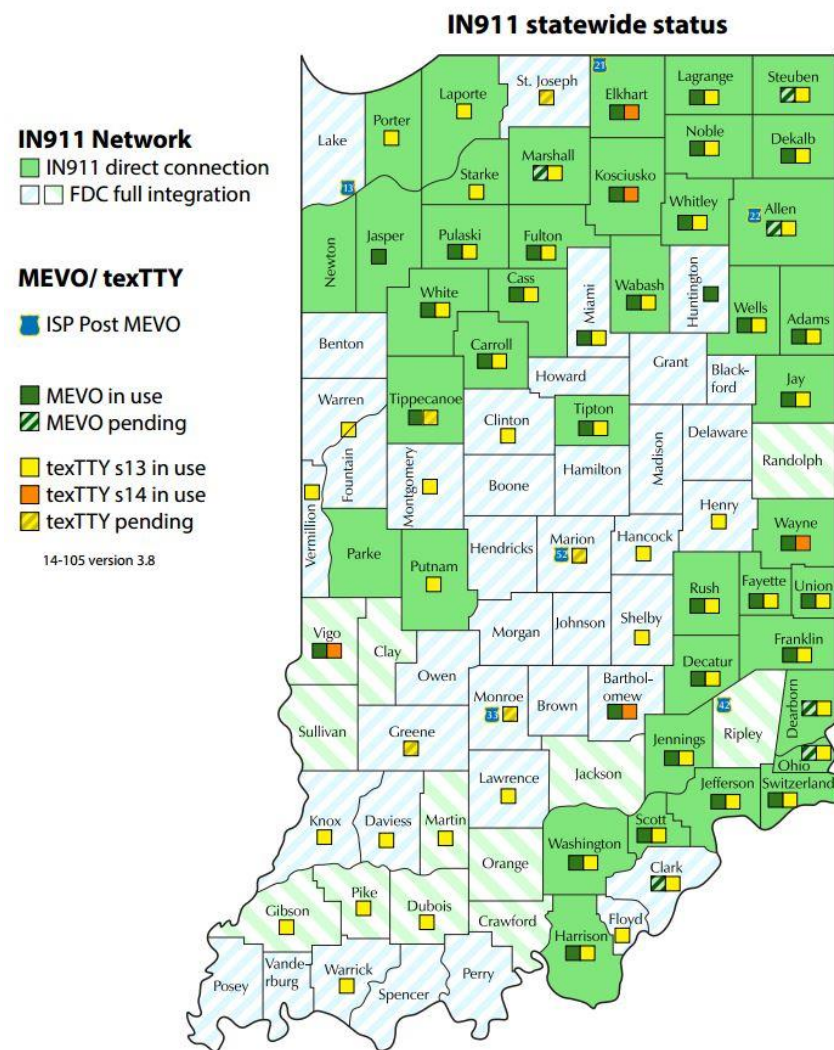
Although not technically at the full 'end state' of NG9-1-1, there are several key metrics that let Indiana fly the flag over the largest NENA i3 compliant ESiNET in the world. All call processing is performed by the G-11 network.

2). The map at right shows the updated status of MEVO and textTTY service platforms.

We have updated the map to show the status of textTTY which now service FROM and TO the public.

3). All counties with textTTY now have S-14 (text TO 911) capability, although only the five launch counties are live. We will be rolling out the service to coincide with our training and public service announcements.

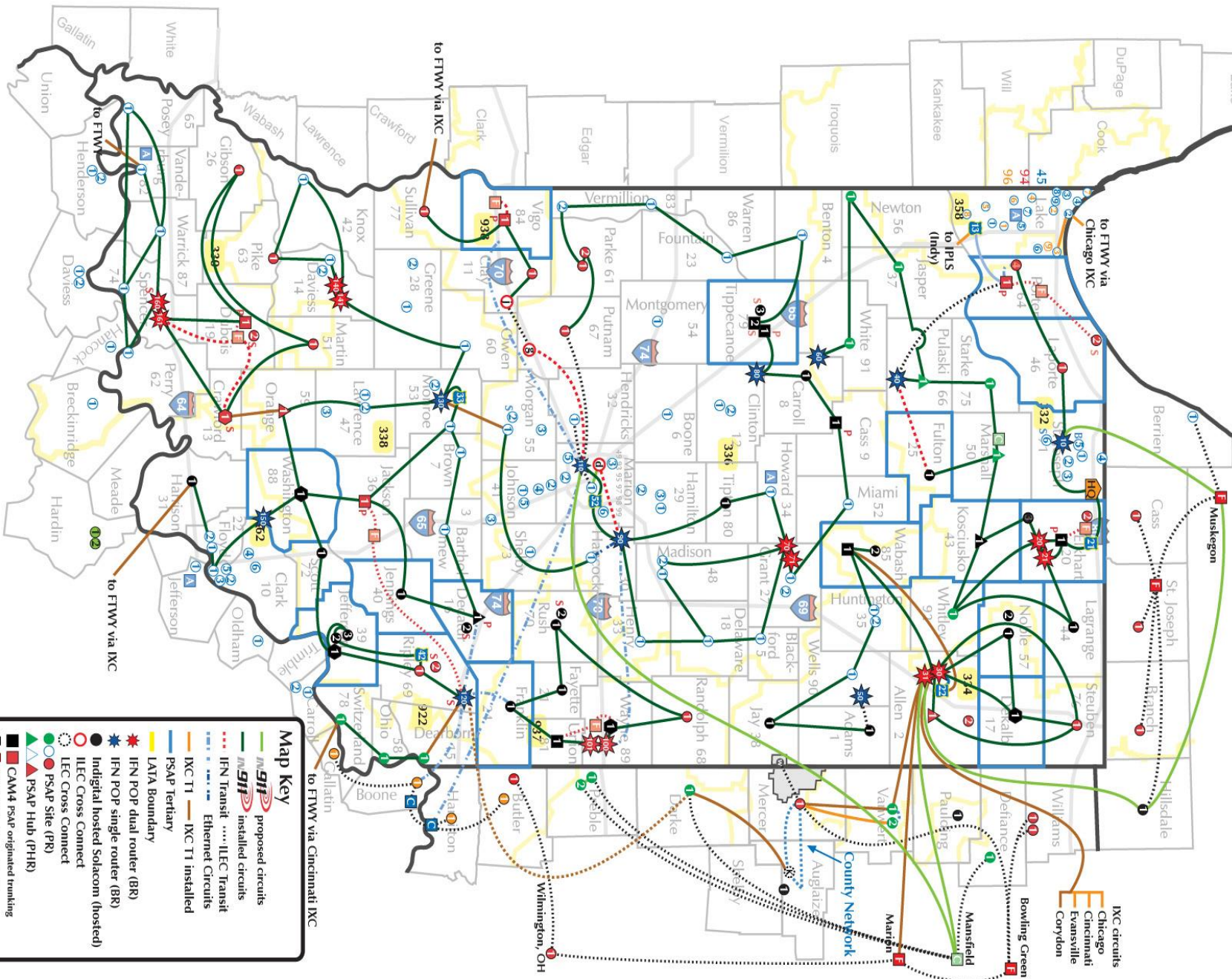
4). A full view network summary map is on the following page.





Indiana's 911 network

Delivering Next Generation Public Safety



Map Key

- proposed circuits**
- installed circuits**
- IFN Transit**
- ILEEC Transit**
- Ethernet Circuits**
- IXC T1**
- IXC T1 installed**
- PSAP Tertiary**
- LATA Boundary**
- IFN POP dual router (BR)**
- IFN POP single router (BR)**
- Indigital hosted Solacom (hosted)**
- ILEEC Cross Connect**
- LEEC Cross Connect**
- PSAP Site (PHR)**
- PSAP Hub (PHR)**
- CAMA4 PSAP originated trunking**
- SS7 PSAP originated trunking**
- P = Primary**
- S = Secondary**
- Indiana State Police**
- Toll Road Admin Building**
- Frontier SR**
- ATT 5ESS SR**
- CBT 5ESS SR**
- CenturyLink DMS**

section B - network status

5). **IN911 network service enhancements** – Our work to identify single points of failure in the IN911 network continues.

We are continuing to refine the core IP routing, and will be making some additional improvements to the network within the next (cycle 3) testing of all of the active components.

6). Our deployment of NG9-1-1 technology continues to increase, and now includes several agencies in adjacent states. These agencies now have full IP connectivity. In this report, 29 counties have full NENA i3 compliant service, which we believe is the largest group in the US.

7). There are no issues to report for the overall operation of the network.

8). **Network stats** – The charts on the following pages show:

- The ISP call transfer trends - this chart shows activity for the Indiana State Police. All trends continue to be normal.
- texTTY usage trends – As you can see, text FROM 911 is a heavily used service. All 51 agencies that are online have some level of activity.

While we note that the top 12 counties are 80-90% of the total dialogs, many of these have had the service for some time, and are therefore more familiar with how to use this new tool.

Based on one forecast model, it is possible that some counties will have more public contact using text messages than their volume of landline 911 calls within the next 24 months.

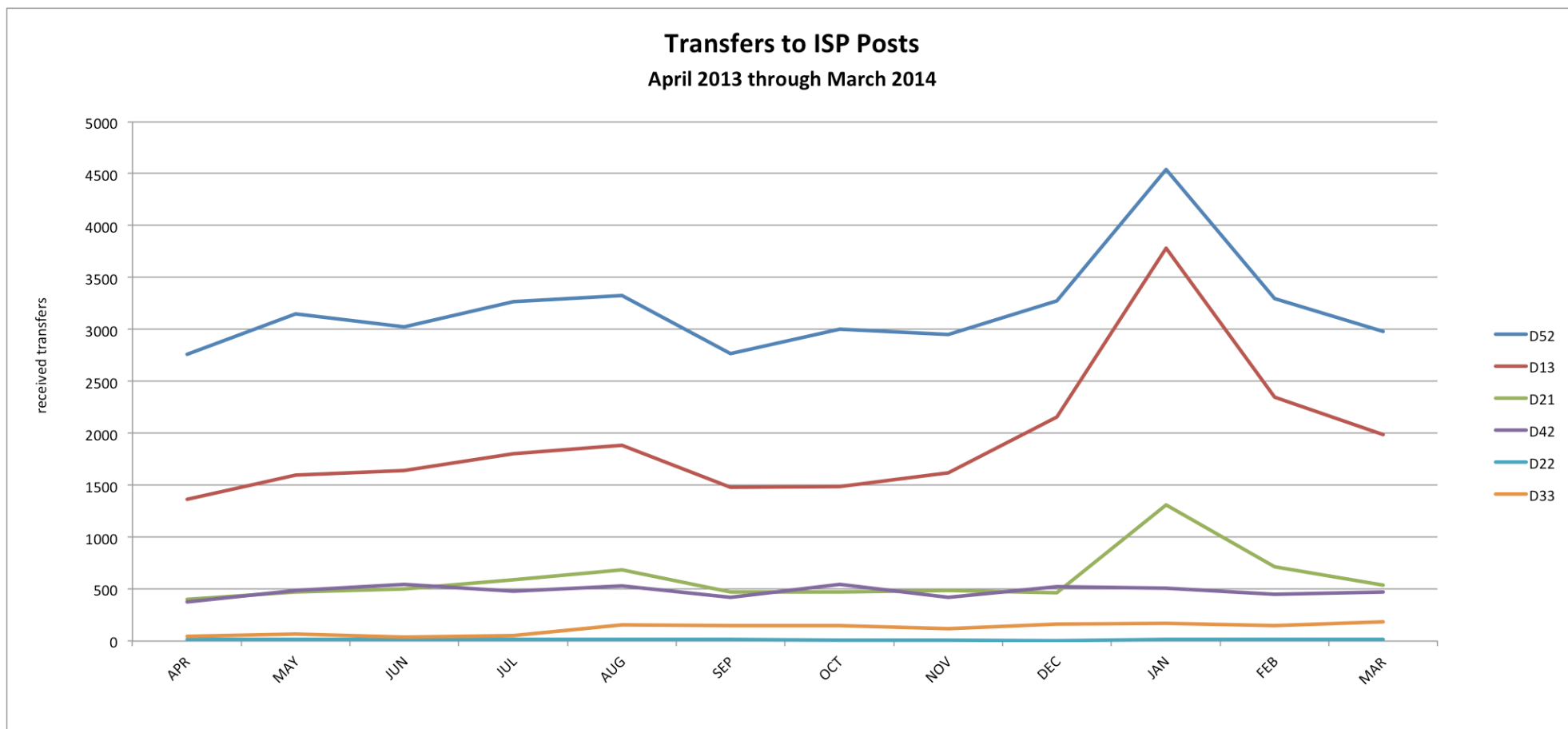
Our next phase of work will be to turn on text TO service for additional agencies in May, and to complete the installation at the remaining counties within the next 60 days.

We have successfully completed testing with the other carriers and their text platform providers, and are not forecasting any implementation issues.

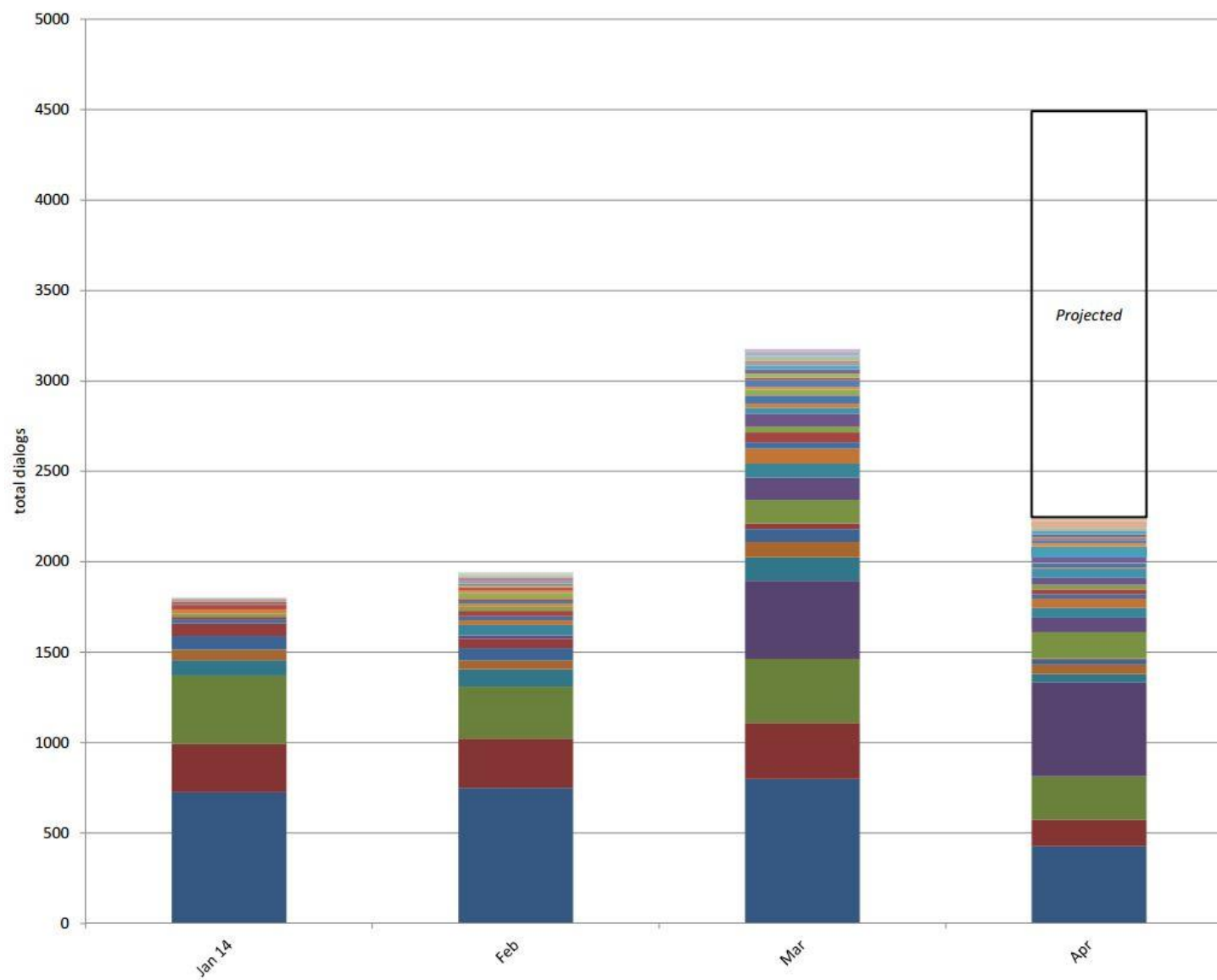
D 52 = Indianapolis
D 42 = Versailles

D 13 = Lowell
D 33 = Bloomington

D 21 = Indiana Toll Road
D 22 = Fort Wayne



texTTY FROM 911 totals 2014 YTD



- Elkhart County
- Kosciusko County
- Vigo County
- Allen County
- Noble County
- Wayne County
- Fulton County
- Bartholomew County
- LaPorte County
- Dubois County
- Dekalb County
- Jennings County
- Carroll County
- Wabash County
- Jefferson County
- Marshall County
- Miami County
- Jay County
- Pike County
- Cass County
- Gibson County
- Whitley County
- Scott County
- Wells County
- Adams County
- LaGrange County
- Switzerland County
- Franklin County
- White County
- Harrison County
- Knox County
- Lawrence County
- Clark County
- Decatur County
- Ohio County
- Fountain/Warren County
- Henry County
- Dearborn County
- Martin County
- New Haven PD
- Daviess County
- Huntington County
- Putnam County
- Union County
- Washington County
- Pulaski County
- Fayette County
- Rush County
- Tipton County
- Floyd County
- Warrick County
- Projected

section C - industry stakeholders

- 9). **Wireless carrier status** - There are no originating service provider issues to report.
- 10). **Adjacent state connectivity** – There are no new issues or work to report.
- 11). **Regulatory matters** – There are no new issues to report.
- 12). **Inter-agency agreements** – There is no update to report.

section D - network quality

- 13). **G-11 network status** - There are no new issues to report.
- 14). INdigital continues to receive a normal number of trouble tickets.
 - Trouble ticket trending is shown below:

In 2014 – 141	in 2013 – 275
in 2012 – 292	in 2011 – 331
in 2010 – 294	in 2009 – 278
in 2008 – 188	in 2007 - 123

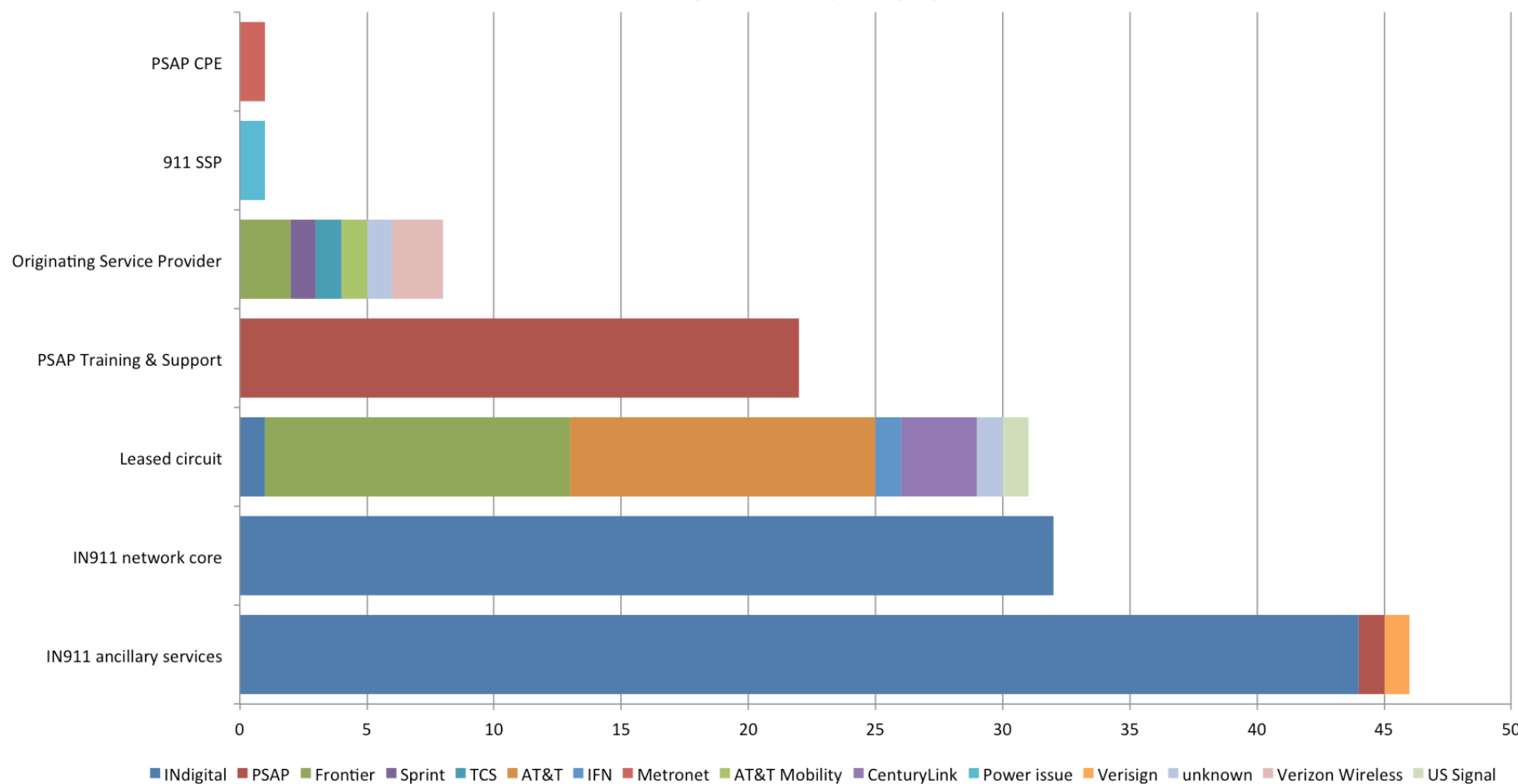
Trouble ticket analysis – The graphs on the following pages show is the ticket breakdown by category. We have included the legend in this version of the report to show the 'color to company' relationship.

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

The majority of the trouble tickets were internally generated as part of our work for the final network evolution to the G-11 network configuration, the deployment of the texTTY platform and data gathering related to legislative compliance.

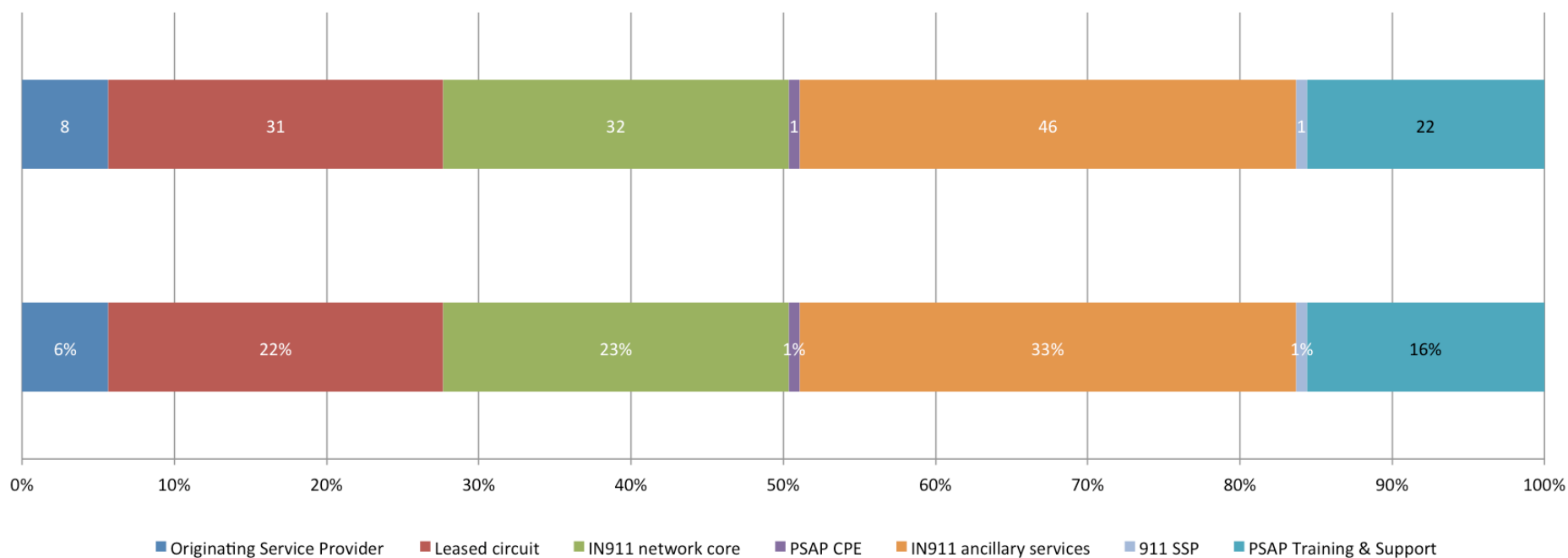
- Ancilliary = (texTTY, tool kit, etc)
- 911 SSP = 911 system service provider
- PSAP Training and Support (a common term)
- Leased circuit = (network, a common term)
- OSP = originating service provider

IN911 Network Trouble Tickets
2014 YTD though Mar. 31 by Category and Source



This chart provides the ticket quantities by type as well as the percentages of the total.

IN911 Network Trouble Tickets
2014 YTD though Mar. 31 by Functional Domain



- 15). **Update on Telephone Service Priority (TSP)** – there is no change from the previous status report.
- 16). **Outage incidents** – INdigital has no outages or other incidents to report in this quarter.
- 17). **Industry outage events** – About seven counties surrounding Marion County experienced a 911 service outage that (according to news reports) began as early as approximately 09:30 am on April 9th. By 11:15 there was a significant network impact. AT&T's network failed in some way, and stopped delivering 9-1-1 calls. Incoming 9-1-1 calls were temporarily and automatically rerouted to the surrounding counties via the provider's automatic overflow plans. Full service was restored at about 12:15 pm.
- We do not believe any 911 calls failed, and the public was able to reach public safety agencies during the incident.
- 18). **Network testing** – We are continuing the next round of functional element testing. There are no new issues to report.

section E – project updates and new service development

- 19). **Text TO and text FROM 911 | textTTY** - This project is now live, and has been moved to section B of the report.
- 20). **Update of other new projects from our last meeting** - There are no new issues to report.
- 21). **New projects for discussion** – We are continuing our analysis of the FCC's recent order in 13-158 (911 service reliability).
- There are no other new issues to report.