

Q-3 report  
for the report interval ending  
August 29, 2012 – {Q3}  
(and including prior periods of 2012)  
to the  
Indiana 9-1-1 Board  
from

***IN**digital telecom*

## Executive Summary

This report is for the year to date third quarter of 2012 for the status of the IN911 network.

### **Legacy services, items 1 through 4:**

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

The FDC (functional direct connect) connection arrangement will use the G-11 network via distributed IP to legacy SS7 gateways.

### **IN911 network report, items 5 through 10:**

- New SS7 trunk groups have been deployed within the G-11 network to support the PSAPs served by the FDC connection arrangement.
- We will begin converting incoming wireless calls to the FDC trunking after the labor day holiday. Our plan is to have FDC completed before the fall election.

### **Industry stakeholders report, item 11 through 17:**

- There are no wireless carrier issues to report.
- Work with Century Link and Frontier (f/k/a Verizon) INdigital continues to expand connectivity in adjacent states.

- MEVO transfers to the Indiana State Police continue to increase in number.
- INdigital has launched and continues to refine a reporting and data management platform called the Network PSAP Tool Kit (NPTK). This now includes a statewide view.

### **Network performance, item 18 through 21:**

- There are no significant operating issues to report.
- Trouble ticket levels remain very low as an index to calls processed.

### **Progress payments and**

### **New service development, item 22 through 23:**

- There is no retainage release request in this report.
- INdigital is providing an upgrade of the ALI platform to better accommodate industry changes and improvements.
- texTTY, the non-voice service platform is being rolled out throughout the state. The platform is emerging as an example of industry standard work being developed within ATIS and NENA.

(f/k/a Crossroads) (project phase G-1)

- 1). Our work to sunset the G-1 Crossroads network continues. The final work to migrate to the G-11 SIP:ME (SIP message engine) platform will begin after the labor day holiday. The next step is the migration of the wireless carrier networks from Crossroads to the Cronus series II platform.
- 2). The transition of PSAP trunking to the SIP:ME platform has been successful, with 25 counties now on this platform.
- 3). Network status report - There are no service affecting outages for the Crossroads network in this reporting period (2012 year to date).  
There are no outages or incidents to report for the G-1 or G-2 IN911 network elements for this period.
- 4). A network status map is shown at right.

## section B - IN911 network report

5). **IN911 network modernization** – 89 new trunking orders with AT&T Indiana have been processed and tested. The inter-company ALI links have been installed and are in final testing.

INdigital is working with AT&T to develop a project plan with the goal of completing the network updates before the fall election.

6). **Network service enhancements** – The IN911 network continues to evolve. We are upgrading many of the legacy connections with Ethernet connectivity. The first generation SS7 to IP platform (Cronus) is now being updated to the Cronus series II platform. FDC will utilize the Cronus II platform to provide enhanced SS7 features.

7). **SLA adherence** – As we continue to modernize the network, INdigital has been requiring Service Level Agreements (SLAs) from our underlying service providers. All new circuits have service level agreements (SLAs).

INdigital continues to develop a real time SLA compliance module that will be integrated into the network sentinel reporter (NSR) platform later in 2012.

8). **NENA i3 compliance** – INdigital participated in the NENA ICE -4 (industry collaboration event) at the AT&T center for learning in Dallas, Texas, and will be participating in the ICE-5 event in Chicago, IL later this year.

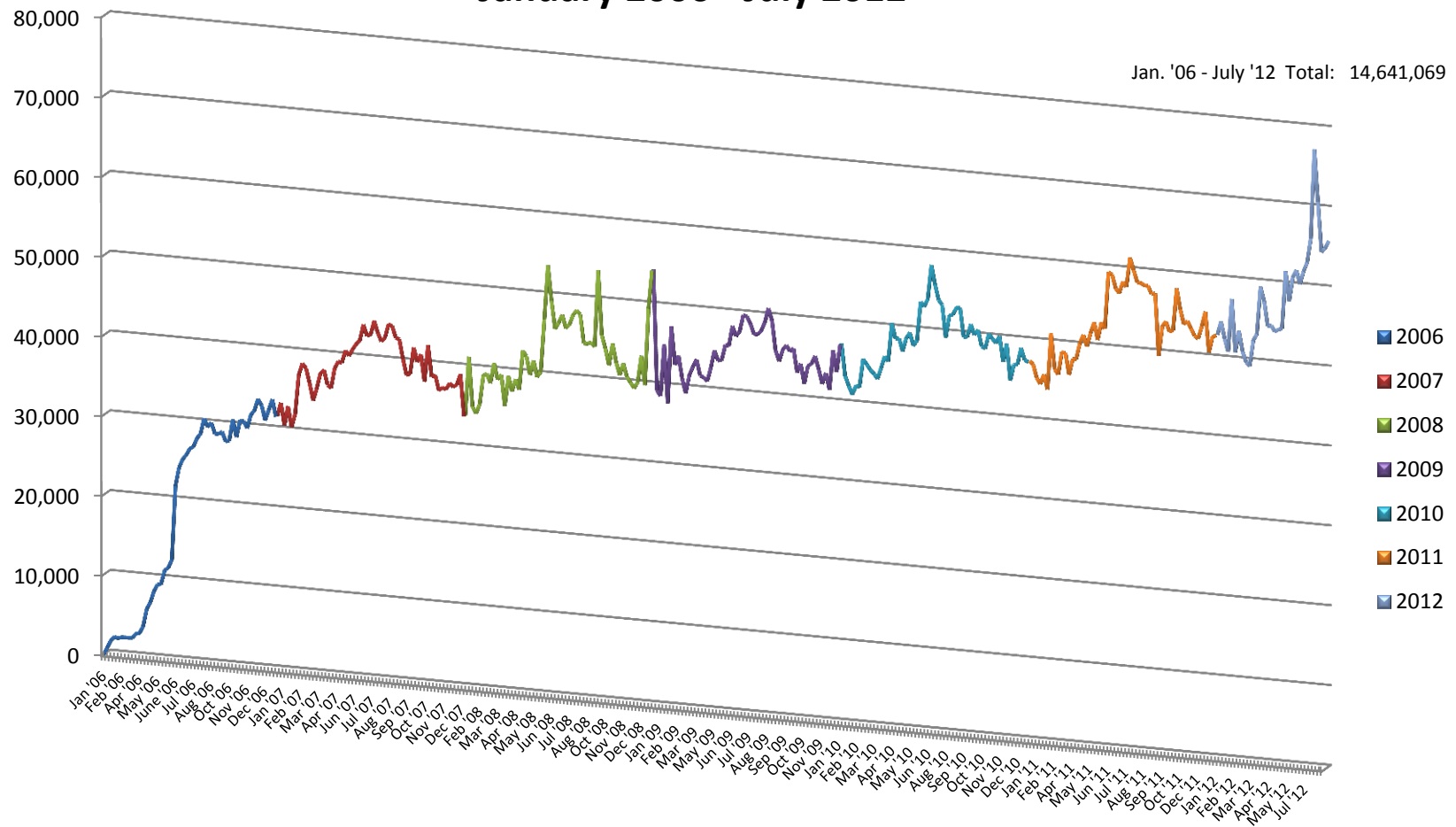
Participation in these events ensure that INdigital is complaint with - and fully interoperable with – i3 systems from other vendors.

9). **Call routing modernization** –The SIP:ME (SIP message engine) now serves 21 counties directly, and will provide primary service for counties using the FDC connection arrangement when it is deployed in the next 60 days.

10). **Call volumes** – Graphs for 2012 year to date call volumes are is on the following page of this report.

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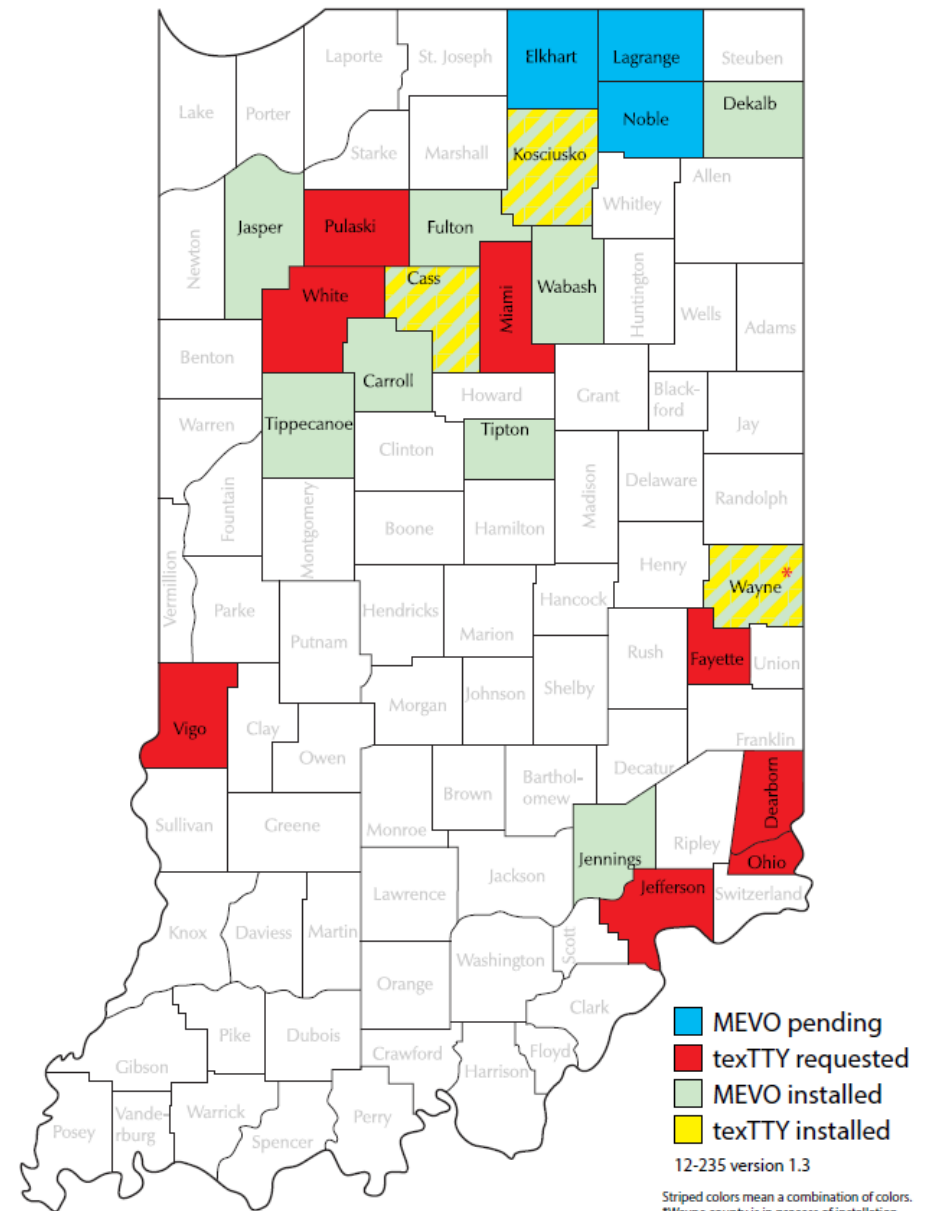
## IN911 Network Weekly Call Totals January 2006 - July 2012

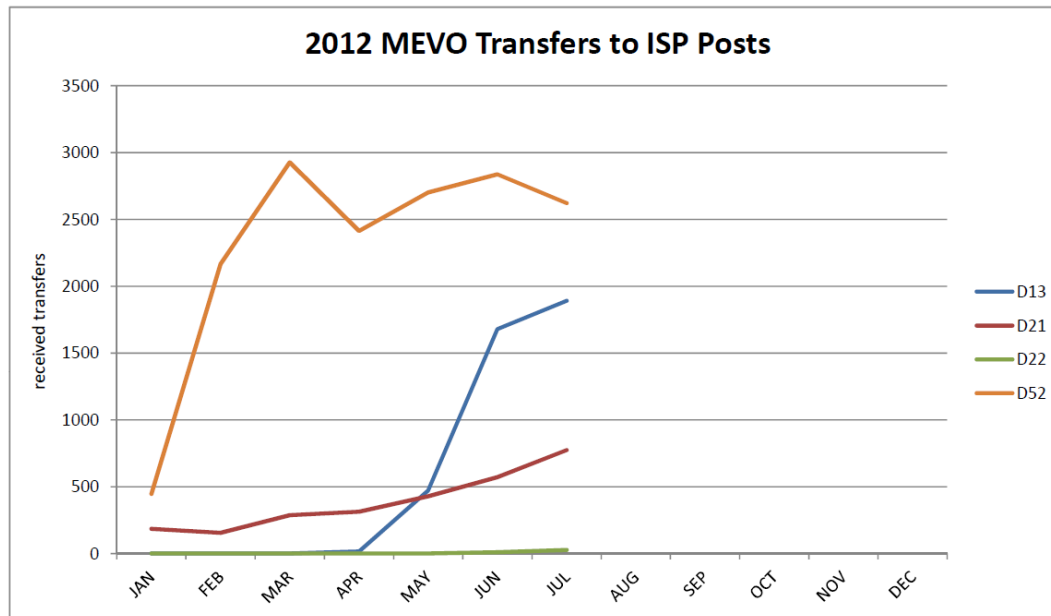


## section C - industry stakeholders

- 11). **Wireless carrier status** - There are no carrier issues to report. All wireless carrier connections to the Crossroads network will be migrating to the G-11 network in the next 12 months.
- 12). **Adjacent state connectivity** - Network connectivity continues to be expanded along the Indiana borders.  
Our next expansion is in Michigan, for the Frontier counties of Cass, St. Joseph and Branch and Hillsdale counties.
- 13). **Regulatory matters** – There are no open regulatory matters to report.
- 14). **Inter-agency cooperation** - Indiana State Police posts at the Toll Road, Indianapolis, Lowell and Fort Wayne have migrated to the new Message EVOLution (MEVO) platform, providing call transfer with ALI data sharing.
- 15). **Status and network deployment maps** – See the map at right for a visual status report of the IN911 network.
- 16). The graphs on the following page show inter-agency transfer activity, which continues to increase as the network grows.

### Statewide 911 Board MEVO / texTTY installations





The chart above shows the transfers to the various Indiana State Police districts from the county PSAPs.

D13 = Lowell

D21 = Indiana Toll Road

D22 = Fort Wayne

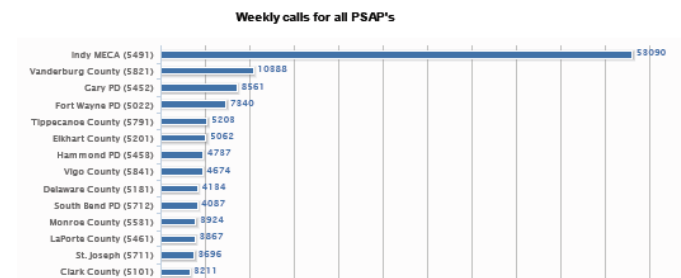
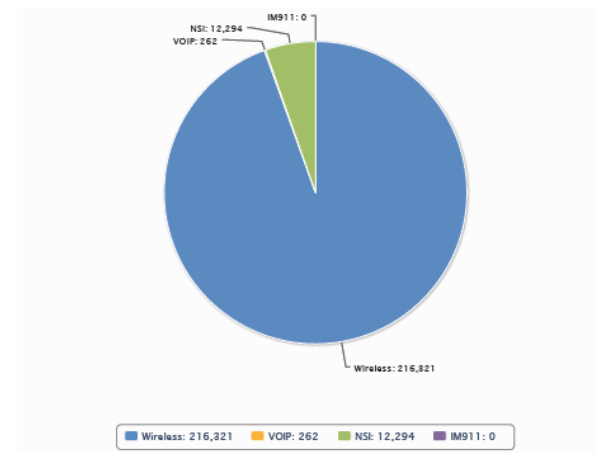
D52 = Indy metro

17). **Network PSAP tool kit** – INdigital has continued to refine the reporting toolkit, and a partial report from the statewide reporting modules is shown at right.

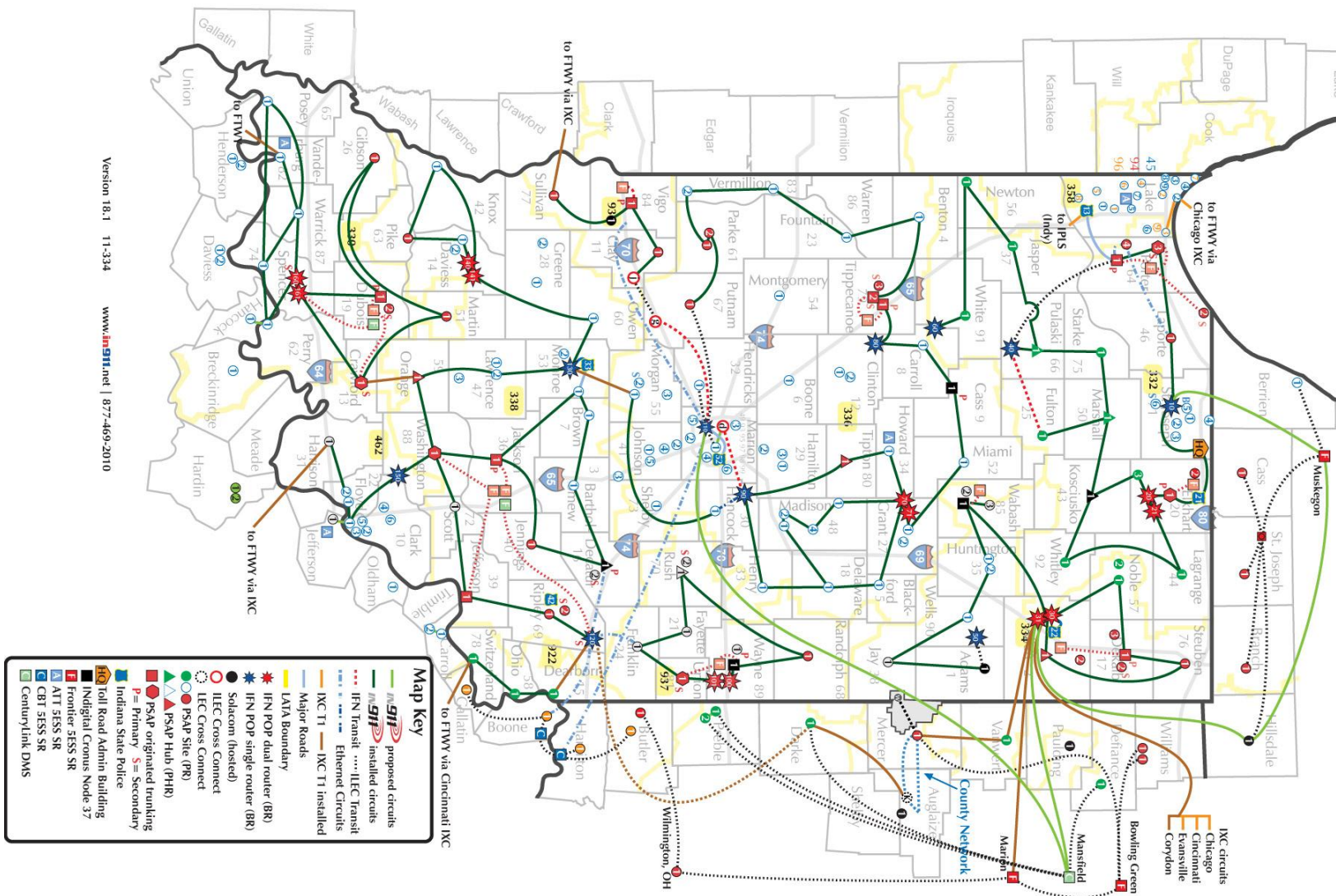
Wireless	VoIP	Total
216,321	262	216,583

Wireless Calendar

Su	Mo	Tu	We	Th	Fr	Sa
			1 8,243	2 0	3 9,696	4 10,653
5 9,522	6 8,697	7 8,387	8 8,518	9 8,379	10 8,652	11 9,423
12 8,680	13 8,004	14 6,804	15 7,662	16 7,869	17 8,390	18 8,582
19 7,521	20 7,260	21 7,408	22 7,568	23 7,315	24 8,529	25 8,658
26 7,678	27 7,507	28 979	29 0	30 0	31 0	









## section D - Network performance

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

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

- Year to date there have been 198 trouble reports.
- In 2011 – 331                      in 2010 – 294  
in 2009 – 278                      in 2008 – 188  
in 2007 – 123

There were roughly 14.6 million total calls in all reporting periods to the WE9AB.

- The 2012 YTD trouble index for 1.76 million calls is 0.01216%

19). **Outage reports** – INdigital has no reportable outages year to date. There were no wireless outages in 2010 or 2011 that required an FCC NORS report filing.

20). **Industry outage trends** – Frontier had outages in the reporting period, affecting both wireline and wireless service.

INdigital had put in place safeguard routing to adjacent counties and alternate call delivery points at the PSAPs. As a result, there were no lost 9-1-1 calls during these outages.

21). **Trouble ticket analysis** - This is the ticket breakdown by category and source. The colored bars in the chart below indicate the reporting entity.

The category keys are as follows:

911 SSP = 911 system service provider

PSAP Training and Support = (a commonly known term)

OSP = originating service provider (wireless providers)

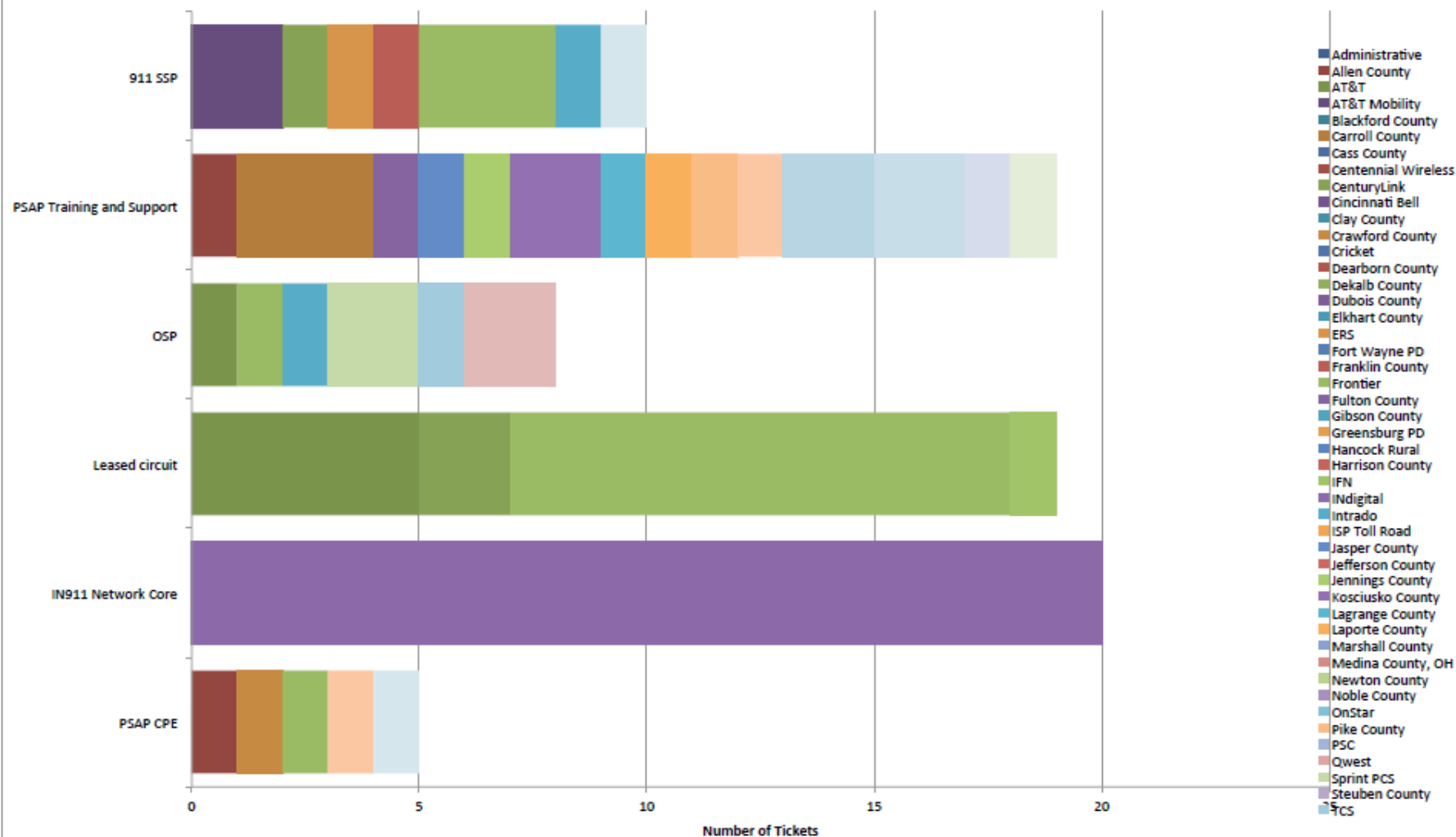
Leased circuit, (network) = (a commonly known term)

PSAP CPE = PSAP CPE vendor or sub-system

We have created these broad categories to accurately reflect the type of support INdigital is providing.

Although we occasionally establish a 'color to company' relationship in our reports, these colors do not represent an entity in any way.

# **IN911 Network Trouble Tickets** by Category and Source Jan. 1, 2012-July 31, 2012



## **section E – progress payments and new service development**

22). **Retainage payment** – There is no retainage release request associated with this report.

All work in the G-1 through G-2 project elements have now been completed.

Since our last report, the following elements from the G-11 master service agreement are going into service:

a). INdigital has started the upgrade from the AS INdb (advanced service ALI data base platform) to the NG-ALI platform. This work is being completed at no additional cost to the WE9AB.

The NG-ALI platform will provide additional services for other INdigital customers, and provides a more complete set of services and additional i3 functions and features.

b). As reported, we will be finalizing the FDC project in the next 60 days. This project began in December 2010.

## **23). Non-Voice | Multi-Media Emergency Services**

Our service launch of the texTTY series II platform continues, and will be deployed at a number of PSAPs statewide. PSAPs are currently receiving training on the texTTY platform.

We will keep the new 9-1-1 Board updated on our progress as the rollout of this service continues.

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