

Q-1 Indiana 9-1-1 Board Report  
for the reporting interval ending  
March 12, 2013 – {Q1}  
(including selected prior periods of 2012)  
from

***IN**digital telecom*

## Executive Summary

This report is for the year to date partial first quarter of 2013 for the status of the IN911 network.

### **Project overview, items 1 through 4:**

- Work continues to sunset the Crossroads (G-1) network.  
The FDC (functional direct connect) connection arrangement project continues, and many counties are now online for call transfer. ALI data is not yet in place. Updated status and network maps are included in this report.

### **IN911 network status, items 6 through 13:**

- New FDC trunk groups with AT&T are installed as part of the G-11 network.
- INdigital has more fully aligned the G-11 network with NENA i3 standards, and the use of the SIP:ME routing platform continues to grow.
- updated call activity charts are included.

### **Industry stakeholders, items 14 through 19:**

- There are no wireless carrier issues to report.
- Work with Century Link and Frontier continues to expand, with additional inter-agency connectivity in adjacent states.
- All Indiana State Police posts are now online, and inter-agency transfers continue to increase in

number. Some counties have not yet programmed transfer codes for their CPE, which would improve public safety.

- INdigital continues to refine the reporting and data management platform (the Network PSAP Tool Kit (NPTK). This platform now includes a statewide view.

### **Network quality, items 20 through 24:**

- There are no significant operating issues to report.
- Stress testing of the IN911 network continues. This has triggered action to make additional network improvements.
- Trouble ticket levels remain very low as an index to total calls processed.

### **Progress payments and**

### **New service development, items 25 through 27:**

- There is no retainage release request in this report.
- texTTY, the non-voice service platform - is being rolled out throughout the state. The platform has emerged as a leading example of industry standard work developed within the industry.
- INdigital will be adding additional revenue assurance modules to the NPTK to provide a means to enforce compliance with 9-1-1 legislation.
- INdigital has received an industry wide advisory letter regarding a patent issue related to the NENA i3 industry standard.

## section A – IN911 project overview

- 1). Our work to sunset the (G-1) Crossroads network continues. Work to migrate all PSAPs and originating service providers to the G-11 SIP:ME (SIP message engine) platform continues.
- 2). There are now 60 counties connected via inter-company PSAP trunks from the G-11 SIP:ME platform.
- 3). There are 32 counties that still receive active service from the Crossroads network. These counties are represented by the light green shading in this map. We expect to migrate these counties to a partially complete state on March 7.

### IN911 Network

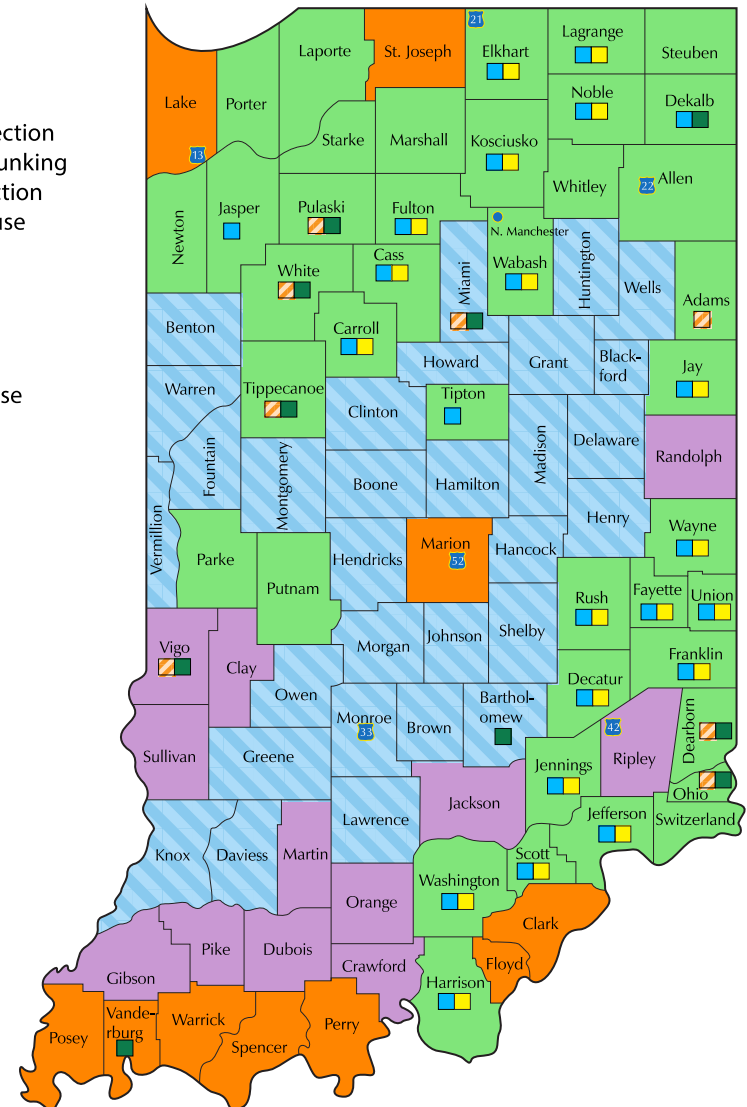
- IN911 direct connection
- PSAP originated trunking
- FDC Partial connection
- FDC Ready not in use

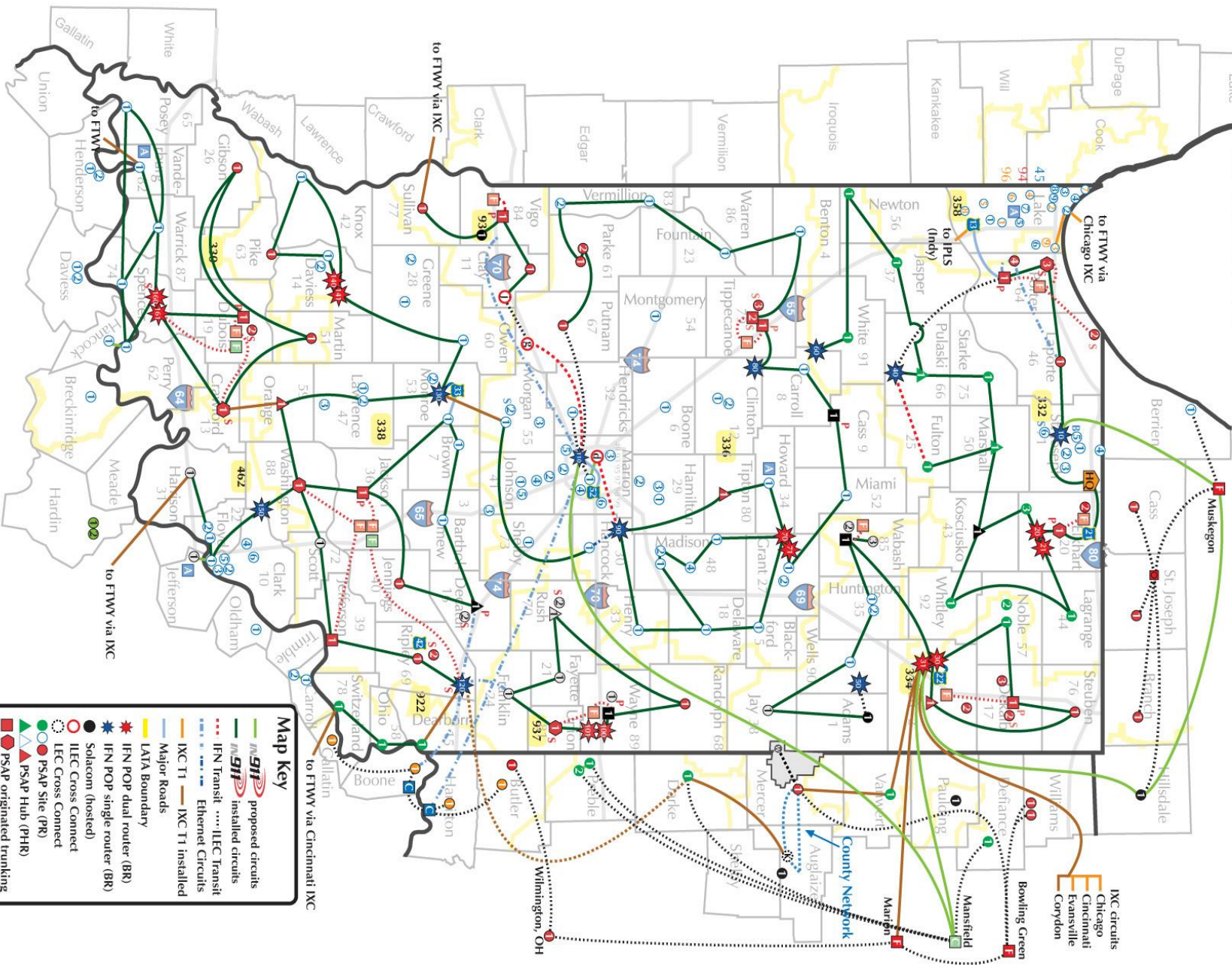
### MEVO/ texTTY

- MEVO in use
- MEVO pending
- ISP Post MEVO in use
- texTTY in use
- texTTY pending

13-058 version 2.0

### Statewide IN911 Status Update





## Map Key

- proposed circuits
- installed circuits
- ILEC Transit
- Ethernet Circuits
- IXC T1 installed
- Major Roads
- LATA Boundary
- IFN POP dual router (BR)
- IFN POP single router (BR)
- Solacom (hosted)
- ILEC Cross Connect
- ILEC Cross Connect
- PSAP Site (PR)
- PSAP Hub (PHR)
- PSAP originated trunking
- Primary
- Secondary
- Indiana State Police
- Toll Road Admin Building
- Digital Cronus Node 37
- Frontier SESS SR
- ATT SESS SR
- CBT SESS SR
- CenturyLink DMS

## section B - network status

6). **IN911 network modernization** – INdigital continues to work toward the completion of the Functional Direct Connect (FDC) project, which started in December of 2009. We have plans to move forward with the remaining counties and their trunking conversions to FDC trunks on March 7.

7). **Network service enhancements** – As the IN911 network continues to evolve, we have upgraded certain of the legacy connections to a higher level of NG9-1-1 service.

In addition to the 10 counties in our last report, these counties are now full i3 compliant or pending.

Ethernet active	Ethernet pending
Decatur	LaGrange
Elkhart	
Jennings	
Porter	
Washington	
Vigo	

8). **SLA assurance** – INdigital continues to refine a real time SLA compliance tracking module that will be integrated into the network monitoring engine (IN-ME) in 2013.

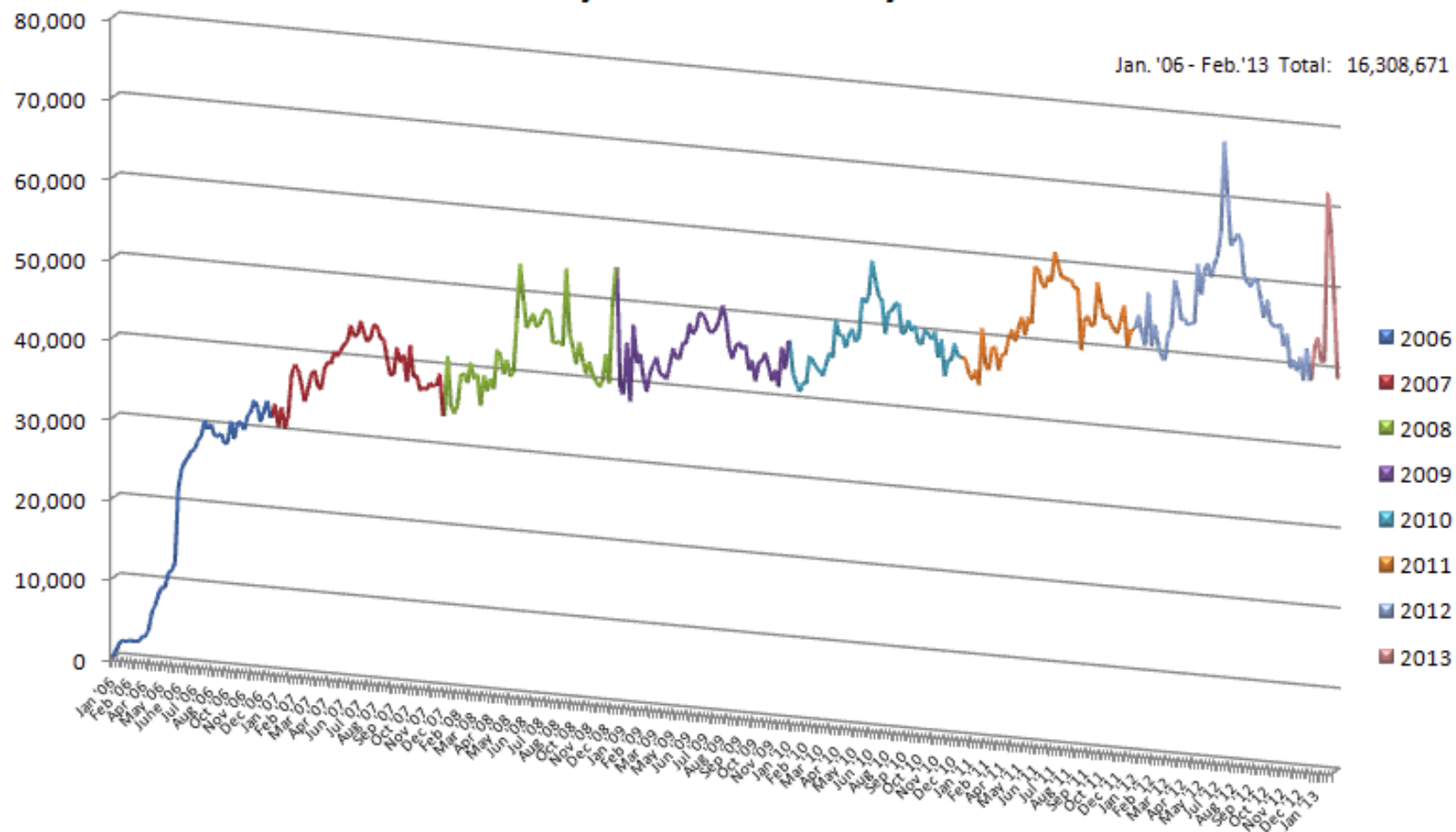
9). **Call routing modernization** –The SIP:ME (SIP message engine) now serves 45 counties directly, an increase of 11 counties since our last report. SIP:ME will provide primary service for counties using the FDC connection arrangement when it is deployed.  
(there is no new information to report on this topic.)

10). **MEVO phone installation.** There are currently 22 counties with MEVO phone installations. This is an increase of 4 counties from our last report.  
(please see the accompanying map on page 3)

11). **Call volumes** – Graphs for 2012 call volumes are on the following page of this report. You will also find a chart for 2013 YTD call volumes.

## IN911 Network Weekly Call Totals January 2006 - February 2013

Jan. '06 - Feb. '13 Total: 16,308,671



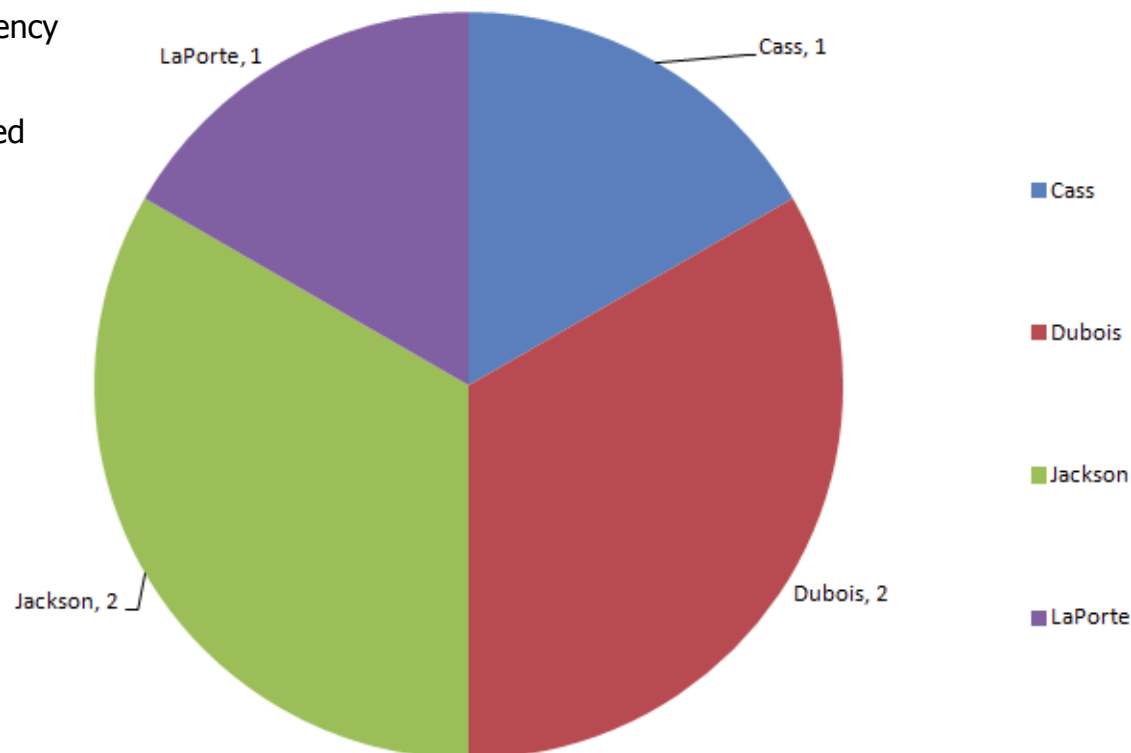
12). **IN911 Embedded features** – The following chart shows usage statistics reports for Language Line and inter-agency joined path conference service.

Language line provides real time language translation service for all agencies.

Joined path conference service allows full inter-agency call transfer with location information.

The chart on the next page shows the overall joined path service for the network.

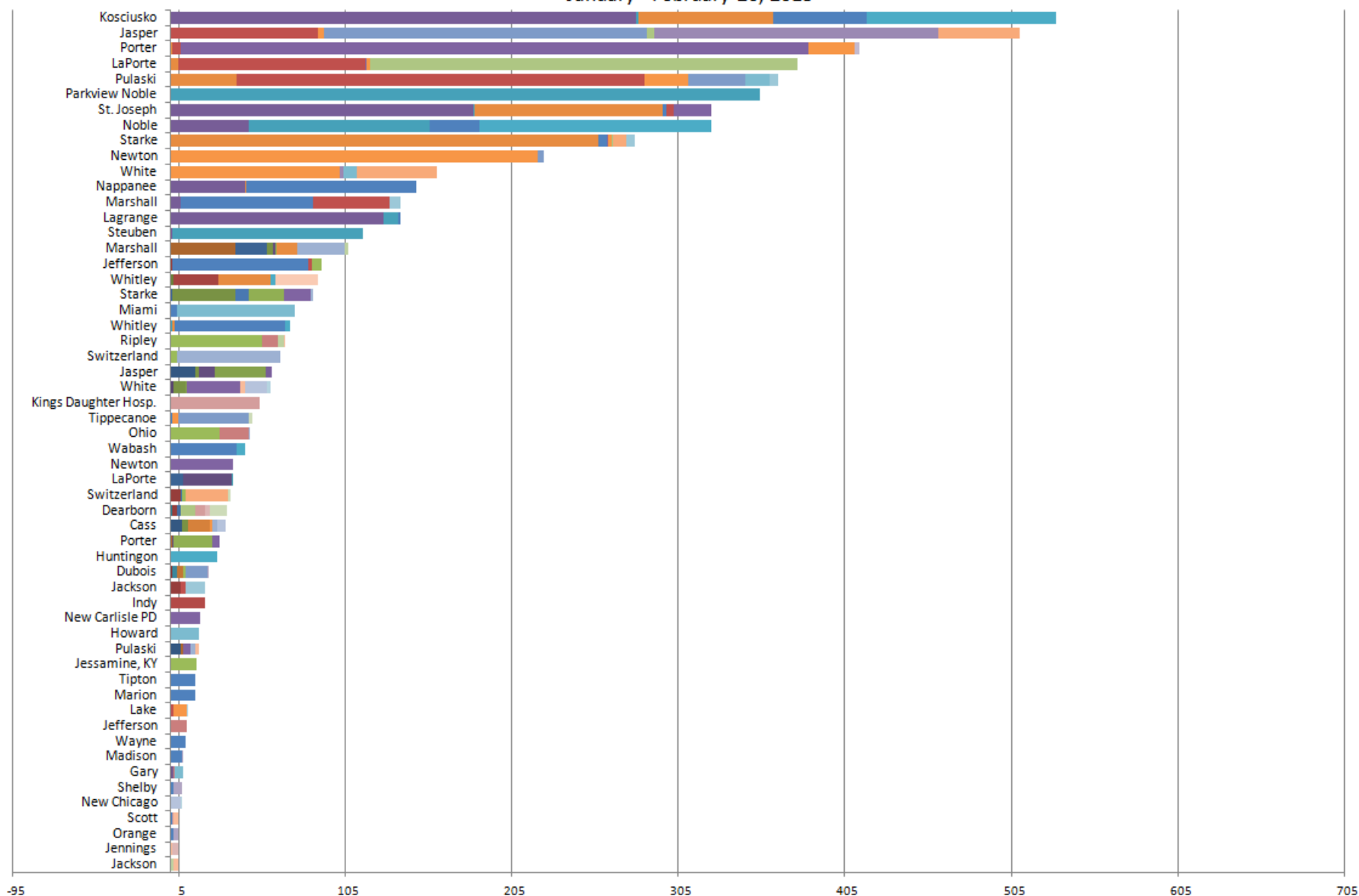
**Language Line Connections**  
January through February 26, 2013



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# Joined Path Conference Bridge Totals

January - February 26, 2013



NOTE: Data for inbound transfers to ISP posts and Language Line transfers are not included

## section C - industry stakeholders

- 13). **Wireless carrier status** - There are no originating service provider issues to report. All wireless carrier connections to the IN911 network will transition from the Crossroads network to the G-11 network in the next 12 months.
- 14). **Adjacent state connectivity** –For Ohio border counties served by Frontier, all trunks are in place. INdigital is working with Frontier to finalize equipment programming and transfer testing. We are working with Windstream to install trunks for Paulding County Ohio. Facilities are in place and trunks are on order. We expect to complete this project by the end of the second quarter 2013.
- 15). **Regulatory matters** – INdigital was granted status as an E911 service provider in Illinois on February 14, 2013. We will begin to work on wireless interstate 9-1-1 call transfers with Illinois through 2013.
- 16). **Inter-agency cooperation** – All Indiana State Police posts are active on the Message EVolution (MEVO) platform, providing call transfer with ALI data sharing with county 911 authorities.

INdigital continues to work with AT&T and their customer PSAP agencies to configure their CPE to allow transfer calls using the FDC network.

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

D 52 = Indianapolis

D 13 = Lowell

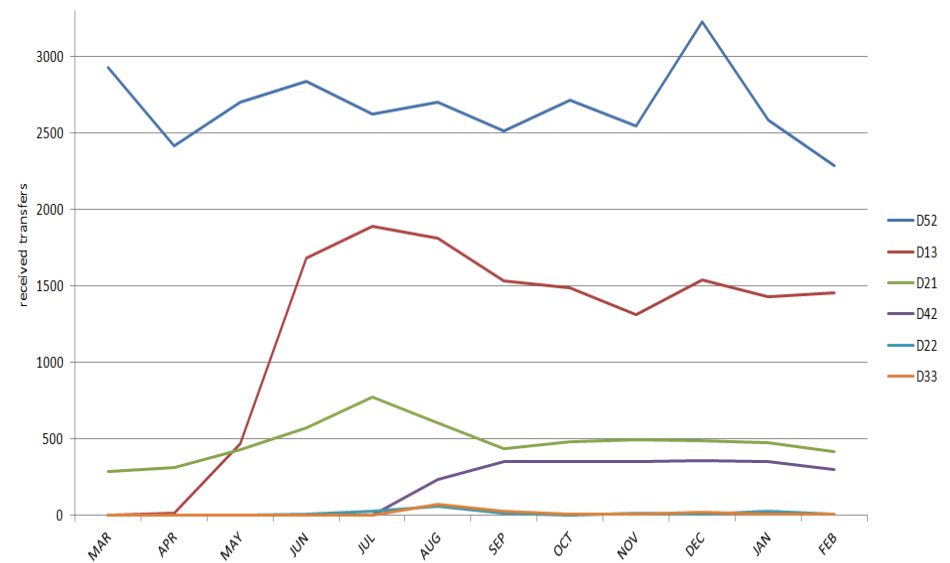
D 21 = Indiana Toll Road

D 42 = Versailles

D 33 = Bloomington

D 22 = Fort Wayne

MEVO Transfers to ISP Posts  
March 2012 to February 2013



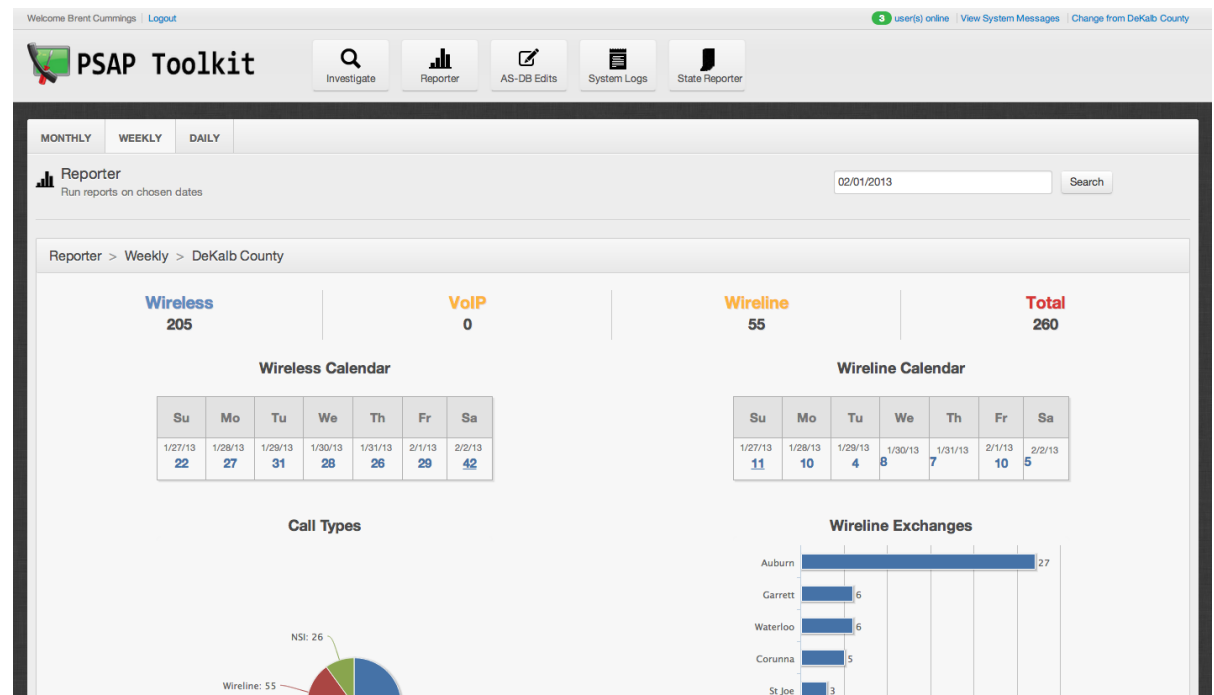
17). **Network PSAP tool kit** –The “Corydon release” of the toolkit has been brought online for a limited number of PSAP’s. We are continuing to refine the accuracy of the call count reports.

This system update has several refinements and newly updated features. These include an improved touch screen assessable look and feel, and faster response and report generation.

In addition, wireline reporting capabilities have been integrated for many of the counties to provide additional insight for all matters related to 9-1-1 throughout the state.

18). **Update on matters related to OnStar** – OnStar has started service in Mexico, and has also entered into new transport agreements with AT&T wireless. This has limited their ability to work on other, more advanced projects.

*New look and feel of the PSAP Toolkit*



## section D - network quality

19). **G-11 network status** - There are no network issues to report. INdigital continues to receive the 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 xxx trouble reports.
- in 2012 – 292                      in 2011 – 331  
in 2010 – 294                      in 2009 – 278  
in 2008 – 188                      in 2007 - 123
- The IN911 network processed approximately 2,964,474 calls during 2012. Which brings the total number of calls processed since 2006 to 15.8 million calls.
- 2013 calls processed YTD is xxx,xxx
- The 2012 trouble index for 2.96 million calls is .010%, or 1 ticket for every 10,152 calls.
- The 2013 trouble index is .xxx%

20). **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 common term)

OSP = originating service provider  
(wireline, wireless or VoIP provider)

Leased circuit = (network, a common 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, the colors in this chart do not represent an entity in any way

21). **Update on Telephone Service Priority (TSP)**  
numbers that have been assigned to INdigital.

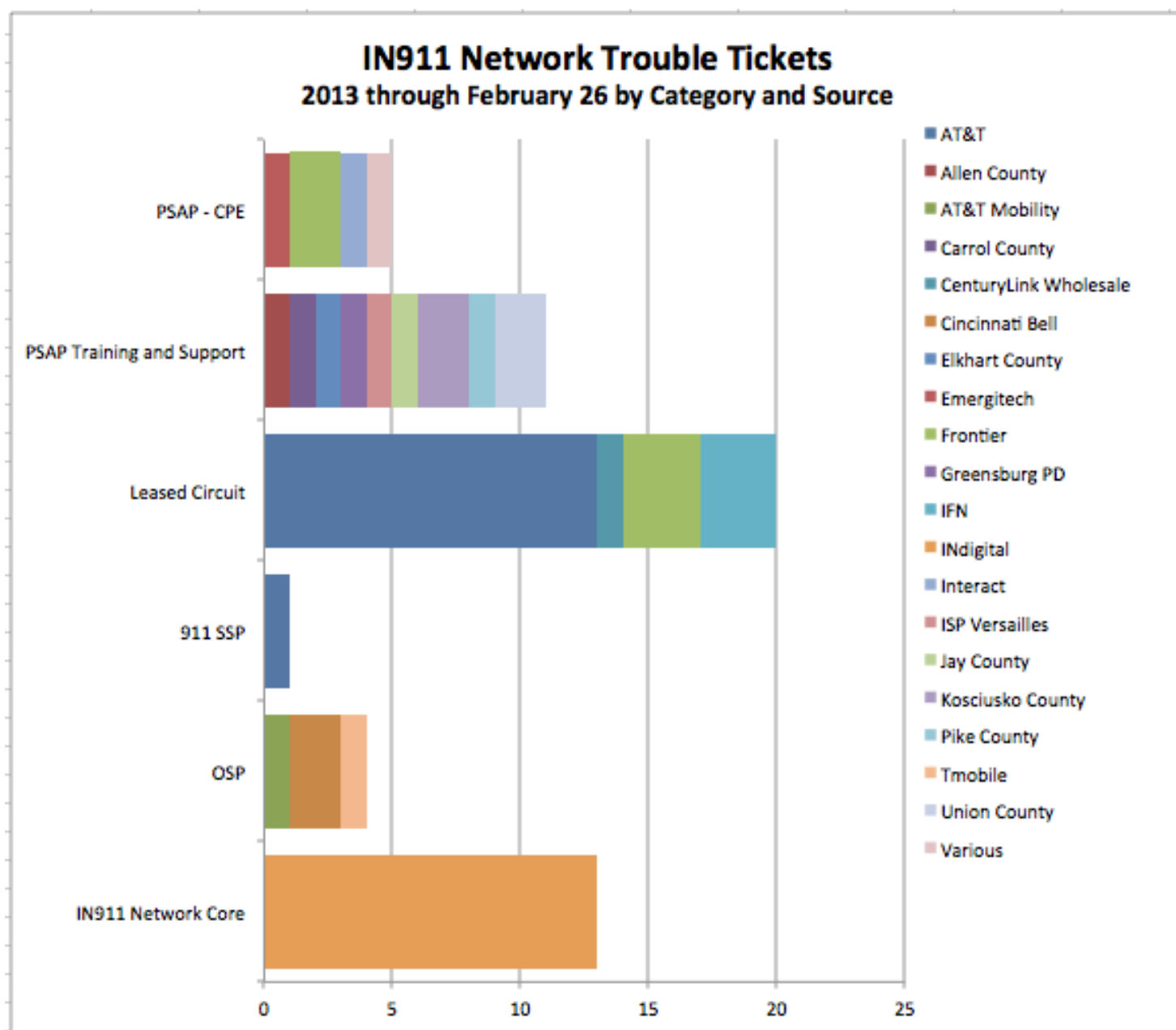
256 TSP numbers are assigned to active circuits  
(complete)

0 TSP orders are confirmed but not complete.

1 TSP orders are pending, remain to be completed, or assigned

109 TSP numbers have been revoked for various reasons

0 TSP numbers are pending revocation or cancellation.



22). **Outage incidents** – INdigital has not had an FCC NORS (network outage reporting system) outages for the year to date.

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

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

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

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

Our service launch of the textTTY series II platform continues, and continues to be deployed at a number of PSAPs statewide. PSAPs are currently receiving training on the textTTY platform. (see also page 3 for an updated status map)

We will keep the IN 9-1-1 Board updated on our progress as the rollout of this service continues. ATIS has circulated the final draft of the industry standard by letter ballot, and INdigital is working toward the implementation of this new standard for inbound text to 9-1-1.

**25). Discussion of other new or open projects:** -  
– There are no new topics for discussion.

**26). Patent issues** – INdigital has received an industry wide letter regarding a potential patent infringement issue for the NENA industry standard of the ESI-net and the i3 call processing standards.

INdigital has retained counsel for these matters.