Assure911®
Patented Architecture
for
Next Generation 9-1-1
Reliability

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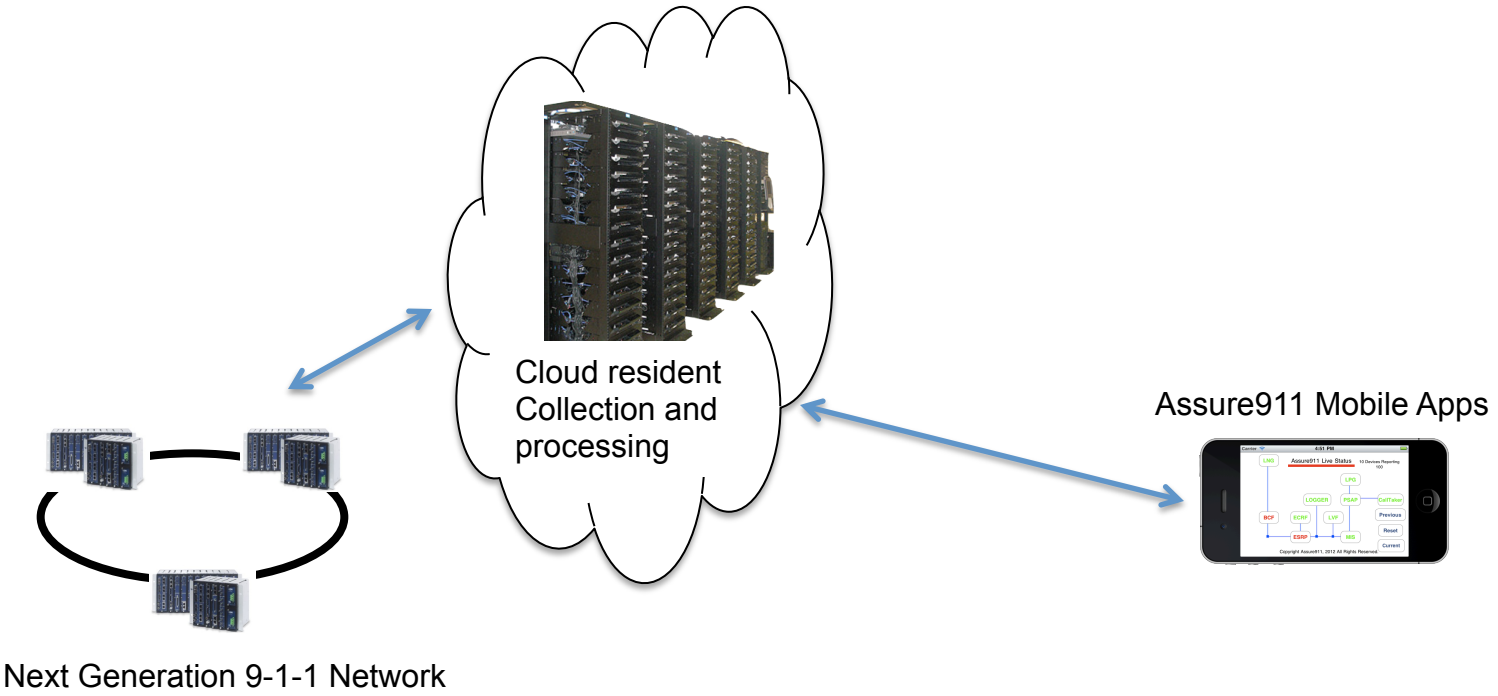
Assure911.net,LLC is a start-up company providing Internet-based hosted monitoring services for network service providers, and equipment and software suppliers in the emerging Next Generation 9-1-1 industry.



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Incubating Version 1, and Building "Industry Presence"

✓Assure911 software deployed in the first Standards-based NG911 deployment:

- Highly visible project, based in southern Illinois
- 21 Dispatch Centers
- Collecting data from 160 devices
- Alerting on troubles that effect completion of calls
- Users reacting to troubles using Mobile Apps on iOS and Android platforms

✓ Invited by FCC for ex parte meeting on Improving 9-1-1 reliability (April 2013)

✓ Provided testimony to State of Illinois Commerce Commission and FCC

- Provided description of NG911 system design and reliability using our system

✓ Presented at national and regional Industry Group Conferences: NENA, APCO

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NG 9-1-1 outages can be costly to service providers

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State suggests $2.9 million fine against CenturyLink for April 911 outage

BY ALEXIS KRELL

Staff writer December 2, 2014

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CenturyLink should pay a penalty of up to $2.9 million for a statewide 911 outage earlier this year, state regulators recommended in a report released Tuesday.

A third-party vendor's software coding error caused the roughly six-hour outage, which kept the vast majority of Washington residents from being able to call 911 late April 9 and early April 10.

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Initially the FCC wouldn't regulate the End-to-End View

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"Assure911.net proposes a reporting scheme that would extend from 911 callers through to the PSAP that serves them. As a threshold matter, we note that the circuits from the end-user to the selective router lie beyond the scope of this proceeding.

"AT&T also observes that reporting obligations above and beyond what would accompany the certification would require Covered 911 Service Providers to file information that "is not necessary to ensure that providers regularly carry out diversity audits.

"Other commenters share this view. We agree and decline to impose a separate reporting obligation on Covered 911 Service Providers at this time. "

From:
Document FCC 13-158 Public Safety Docket No. 13-75
REPORT AND ORDER Improving 911 Reliability
Adopted: December 12, 2013
Released: December 12, 2013
III. DISCUSSION, D. Certification Requirements,1. Circuit Diversity Audits, Paragraph 87, Page 30

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"All entities in the chain of end-to-end 911 service must give serious consideration to ensuring that information about alarms associated with critical physical and logical functionalities is shared among such entities along the 911 call chain"

From:

April 2014 Multistate 911 Outage: Cause and Impact
Report and Recommendations, Dated October 10/2014
Public Safety Docket No. 14-72 PSHSB Case File Nos. 14-CCR-0001-0007
Section 4.4 Communications Among 911 Ecosystem Participants

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"Our goal of proactive, measured accountability for reliable 911 call completion extends from the provision of service to the 911 caller at one end to the provision of service to the PSAP on the other."

From:
Document FCC-14-186A1
POLICY STATEMENT AND NOTICE OF PROPOSED RULEMAKING
Adopted: November 21, 2014
Released: November 21, 2014
II. BACKGROUND, A. Entities Providing 911 Connectivity, Paragraph 7, Page 4

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Some Features of the Patented "9-1-1 Status System and Method"

- Allows proactive monitoring of the NG 9-1-1 infrastructure
- Collection of data from two or more 9-1-1 networks
- Collection of data from both originating and terminating networks
- Processing and Alerting based on troubles found

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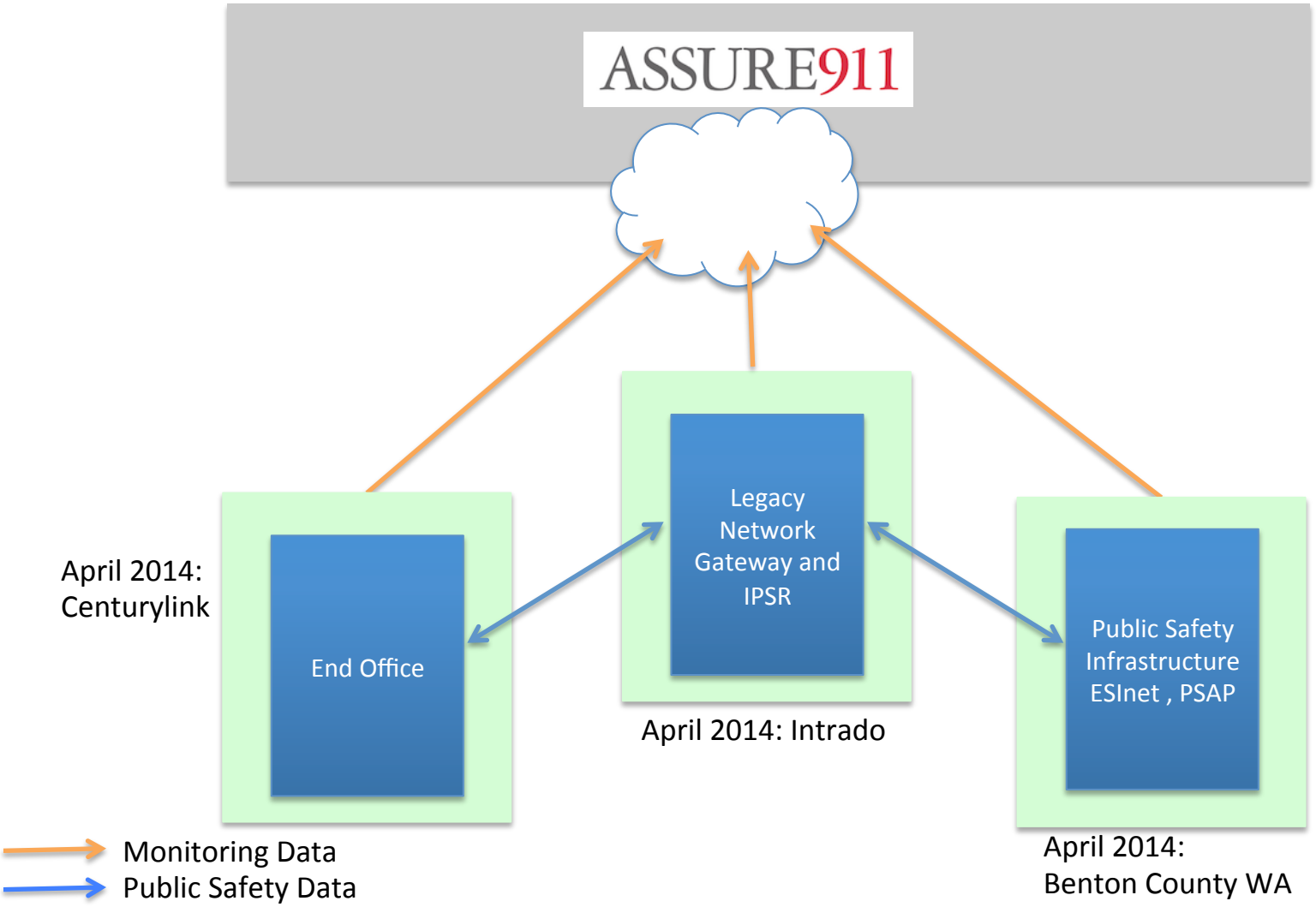

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Outage Notification via Mobile App

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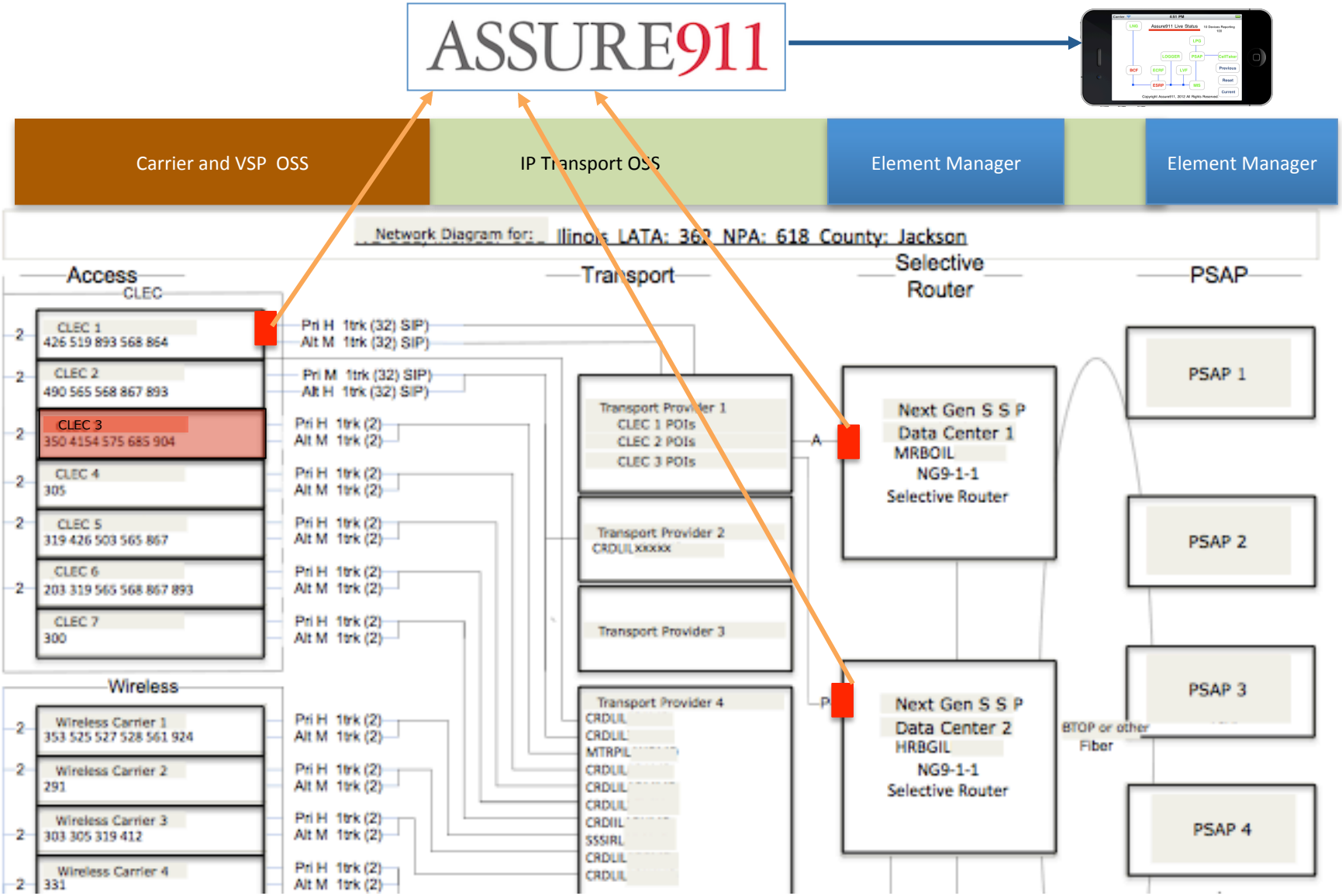
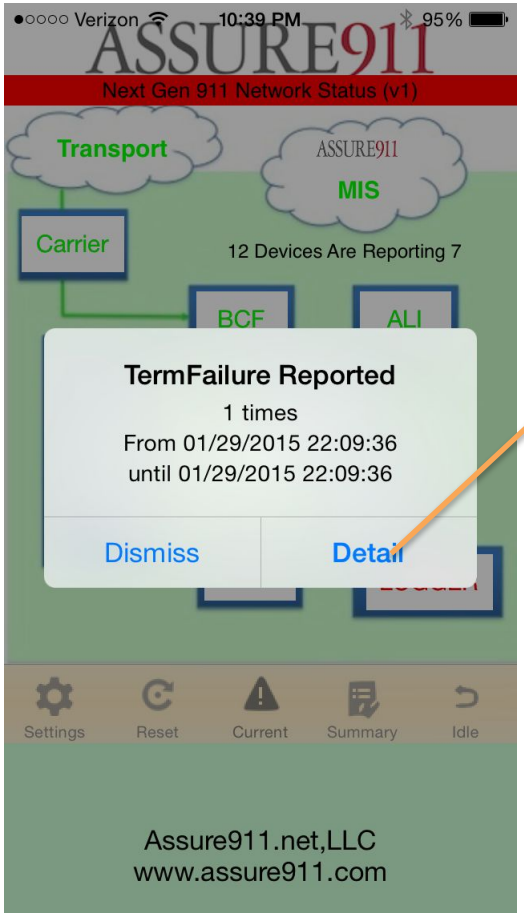
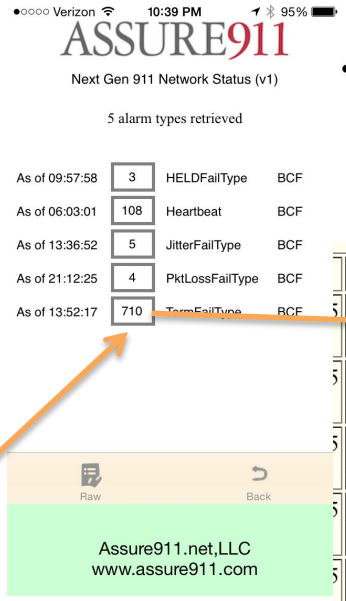
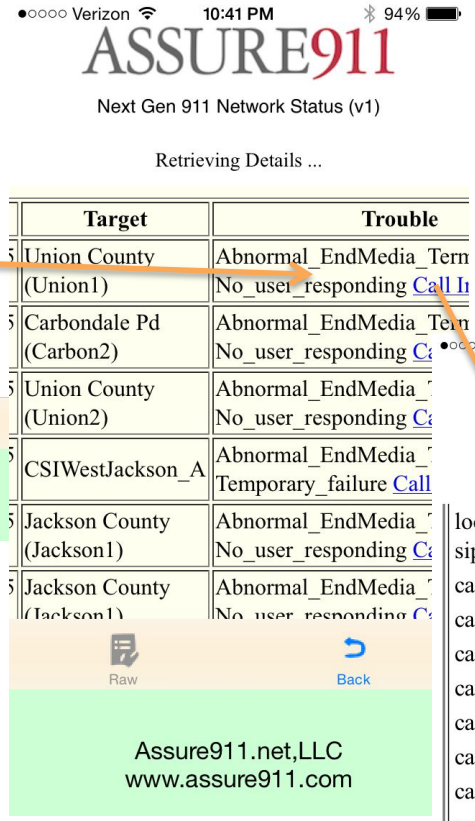
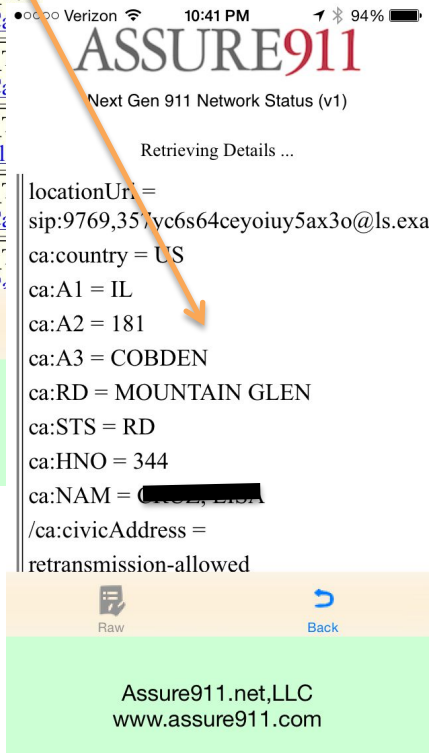


Mobile App Alert









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