



Assure911™
for
Reliable Emergency Communications

Enhanced 9-1-1 Failure Detection
Cross Organizational Situational Awareness

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What is Reliability?

“In my village the perception of reliability of our 9-1-1 service is that if someone sees another person bleeding, they’ll call 9-1-1 first.”

- Overheard at a IIT RTCL Conference

Definition –



Situational Awareness Related to a 9-1-1 outage

“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

Definition –



Situational Awareness requires the END-to-END VIEW

“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

Value –

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9-1-1 Service Situational Awareness reduces risk

To LIVES

To Business

9-1-1 outages put lives at risk

ated aren't the pernicious ones, but the ones that willingly flout FCC rules. a wireless carrier received a fine was T-Mobile, in 2007; both examples since early 2011 were incurred by wireline services, in what the commission apparently considered flagrant infractions.

"IT TOOK NEARLY ONE MINUTE FOR THE OPERATOR TO REALIZE SHE COULD NOT FIND MY D I HAD THE WRONG 911."

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Dispatch to fatal fire delayed nearly 4 minutes

911 center director not able to account for 2 minutes of delay

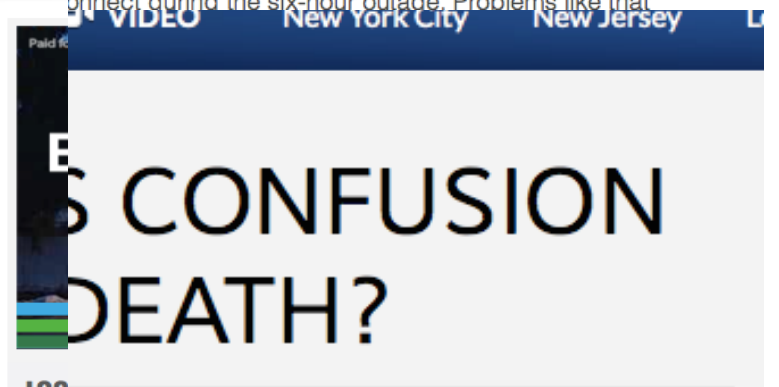
Author: Adam Schrager, aschrager@wiscvtv.com

Published On: Jun 09 2014 07:29:20 PM CDT | Updated On: Jun 10 2014 11:56:41 AM CDT



Crews' dispatch to fire where man died delayed nearly 4 minutes

ensive that inquiries are opened. Two months before
age hit eight states. It was centered in Washington.
connect during the six-hour outage. Problems like that



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Value

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

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FCC zaps CenturyLink with \$16 million fine over 2014 911 outage

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Verizon Hit with \$3.4 Million Fine for Not Reporting 911 Outage

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T-Mobile hit with \$17.5 million FCC fine



Marco della Cava, USA TODAY

11:25 p.m. EDT July 17, 2015

RESOLVES APRIL 2014 OUTAGE INVESTIGATIONS: CENTURYLINK FINED \$16 MILLION, INTRADO FINED \$1.4 MILLION
on April 7, 2015

Federal Communications Commission's (FCC) Enforcement Bureau (Bureau) has entered into consent decrees with CenturyLink, Inc. (CenturyLink) and Intrado Communications Inc.

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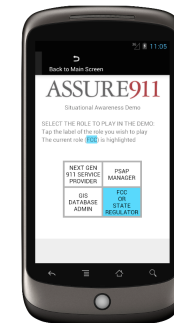
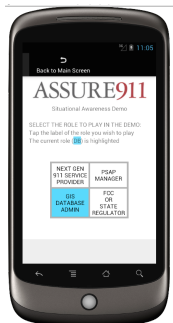
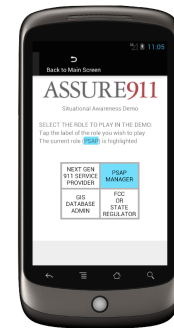
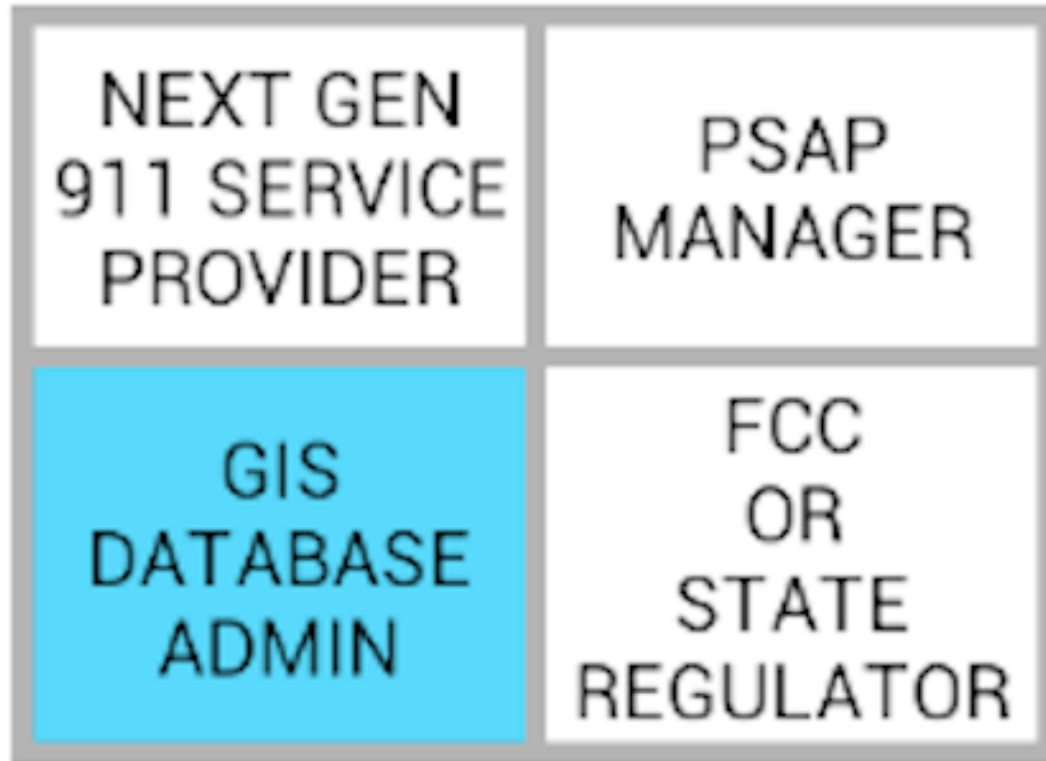
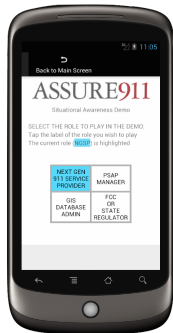
Reporting and Notification for Regulatory Compliance

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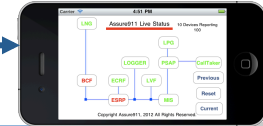
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- Go to Settings
- And select the role you wish



Outage Scenario: ✗ Fiber Cut in Transport Facilities

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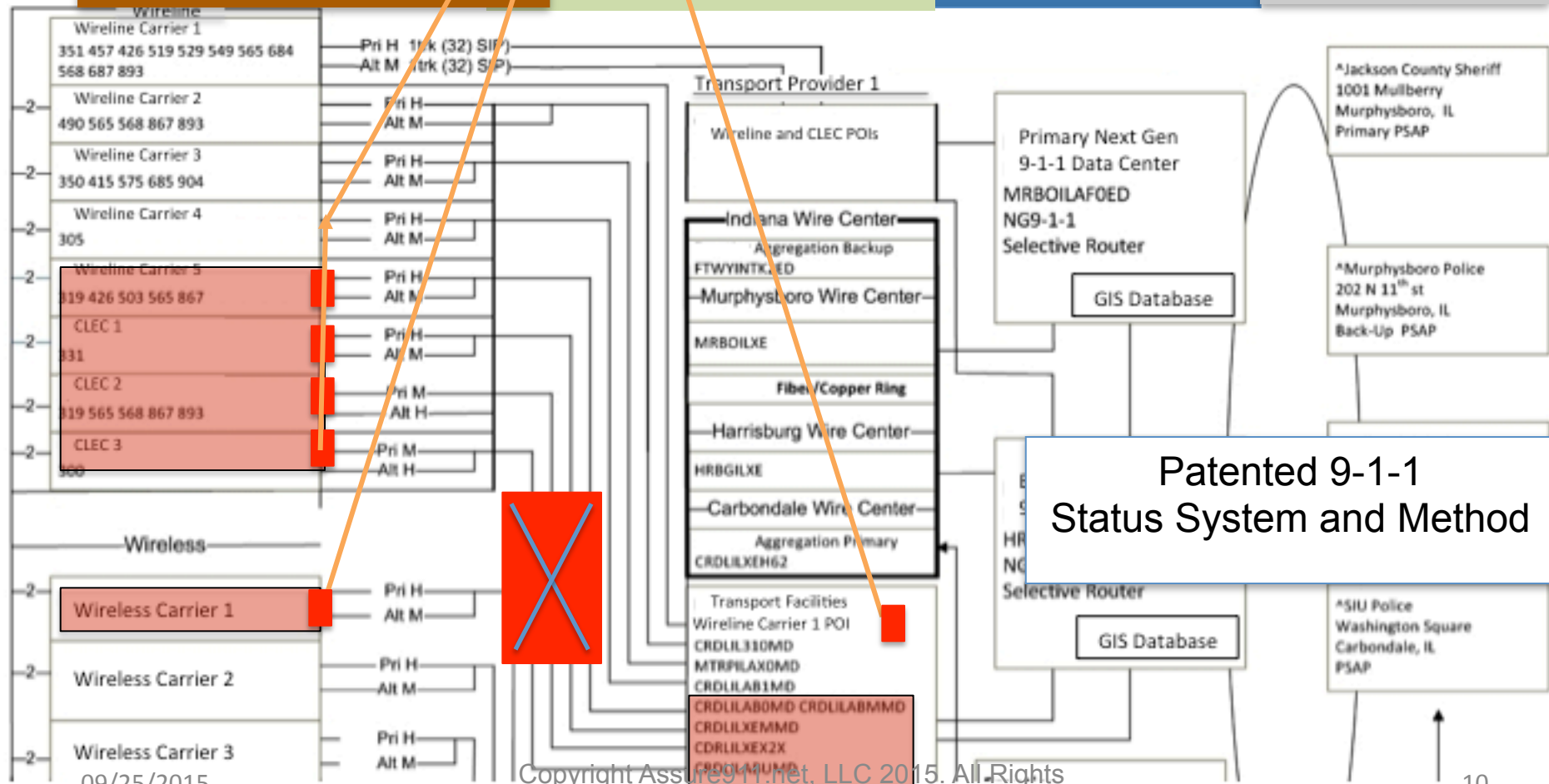
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Carrier and VSP OSS

IP Transport OSS

Element Manager

Element Manager



Actionable Alerts sent to users based on Role

Fiber Cut in Transport Facilities



9-1-1 System Service Provider	PSAP Management	FCC
05/14 11:05 No Trouble	05/14 11:05 No Trouble	05/14 11:05 No Trouble
05/14 11:10 Circuit Fail Wireline Carrier	05/14 11:10 Ckt Fail: NXX-319 more	05/14 11:10 No Trouble
05/14 11:15 PSAP Notified	05/14 11:15 Ckt Fail: NXX-319 more	05/14 11:15 No Trouble
05/14 11:20 Circuit Fail CLEC (1x)	05/14 11:20 Ckt Fail: NXX-319 more	05/14 11:20 No Trouble
05/14 11:25 Circuit Fail CLEC (3x) REPORTABLE	05/14 11:25 Ckt Fail: NXX-319 more	05/14 11:25 No Trouble
05/14 11:30 Circuit Fail Wireless Carrier (5x)	05/14 11:30 Ckt Fail: NXX-319 331 more	05/14 11:30 No Trouble
05/14 11:35 FCC Must be Notified in 10 mins	05/14 11:35 Ckt Fail: NXX-319 331 more	05/14 11:35 No Trouble
05/14 11:40 Transport Provider	05/14 11:40 Ckt Fail: NXX-319 331 more	05/14 11:40 Outage in Mytown
05/14 11:45 FCC Notified	05/14 11:45 Ckt Fail: NXX-319 331 more	05/14 11:45 Outage in Mytown

Let's work together to improve
End-to-End
9-1-1 Reliability

Visit assure911.com for more information