



April 28, 2017

Notification: GHC-002-20170428

To: **All 9-1-1 Originating Service Providers**

Subject: **Greater Harris County and 9-1-1 System Service Provisioning**

Related Letters: **GHC-001-20161026**

Response Deadline: May 11, 2017

This notification serves to inform your company of the dates and times for Greater Harris County 9-1-1 Emergency Network (GHC) Migration Planning calls. Included with this notification is the Meeting Agenda, the Getting Connected Kit and Frequently Asked Questions/Answers.

To accommodate schedules, we will hold a series of three conference calls. You may select any one of the three calls to attend. Each call will cover the same topics as shown in the Meeting Agenda. Upon conclusion of the call series, a summary of the questions raised during the call and answers will be provided. The meetings will be recorded and available upon request.

ACTION ITEM: If your Company serves customers in the GHC served area, Airbus must receive an affirmation from your Company indicating the same by the Response Deadline shown above. Your response must include current contact information (name, address, phone, and e-mail) of the appropriate personnel. Responses are to be delivered to GHC911@indigital.net

The GHC 9-1-1 Migration Planning Calls will be held as shown below:

May 16, 2017	10:00 a.m.; CDT>
May 18, 2017	2:00 p.m.; CDT>
May 24, 2017	10:00 a.m.; CDT>

Conference Access Number: (855) 469-1616

Conference ID: 2604692015

Please note that Airbus DS Communications (Airbus) has entered into a contract with Communications Venture Corporation dba INdigital (INdigital) pursuant to which INdigital may act on behalf of Airbus in connection with communications and ordering of services from OSPs. A copy of the relevant Letter of Agency is enclosed.

For any questions or concerns that you may have in advance of the scheduled calls, please send to: GHC911@indigital.net. The prior notification and GHC Letter of Agency can be viewed at <http://www.airbus-dscomm.com/about/osp.php>

Sincerely,

Larry Short
Vice-President of Next Generation Core Services & Networks

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MEETING AGENDA

1. Introductions
2. Project purpose review
 - a. The Greater Harris County 9-1-1 Emergency Network (GHC) plans to migrate from their existing legacy E9-1-1 selective routers to an ESInet to fulfill GHC's plan to move to a Next Generation 9-1-1 (NG9-1-1) architecture. All call processing and delivery will comport with NENA i3 standards (to the extent those standards can be supported today).
3. Review of the GHC NG9-1-1 Getting Connected Kit
 - a. Airbus DS Communications (Airbus) has established two redundant and geographically diverse NG9-1-1 Functional Element/node selective router locations to process all 9-1-1 calls destined for Greater Harris County:
 - i. Location 1: Huntsville TX
 - ii. Location 2: Houston, TX
 - iii. Nodes are configured as primary/primary in an active/active design.
 - b. GHC requires that OSPs establish "direct routing" to each node such that end user traffic is evenly distributed across both nodes, with transport provisioned over geographically diverse facilities to each node.
 - i. The project has a goal of eliminating all single points of failure for 911 calling.
 - ii. Upon migration, all GHC 9-1-1 call traffic is to be routed **directly** to the Airbus selective router nodes without "transiting" the legacy selective routers which are currently in place today. Temporary exceptions during the migration will only be permitted for split wire centers *and* only where the OSP's technology lacks the ability to *direct route* GHC-destined 911 calls. Such an exception requires GHC approval of the legacy selective router transit arrangement.
 - c. Trunk Design:
 - i. GHC requires OSPs provision their interconnections utilizing a load-balanced trunking design. In order of preference, options for interconnection at the Airbus nodes include:
 1. SIP (using NENA i3 protocols)
 2. PRI (ISDN primary rate interface)
 3. SS7 (signaling system seven)
 4. legacy CAMA/MF format (only where the OSP is incapable of options 1 through 3)
 5. 9-1-1 trunk selection translations should be set for accessing the "longest idle" trunk, and where possible, in a manner that evenly distributes 9-1-1 call traffic to both nodes.

- ii. Your company will need to provision your trunking to send 9-1-1 calls to a default PSAP number defined by GHC as a final route when 9-1-1 calls cannot be routed to either of the Airbus selective routers.
- d. Airbus requires ANI to be delivered in the 10 digit format by the Originating Service Providers.
- e. There will be no changes to the way that your ALI database files are managed and updated today.

4. Open discussion and questions

NETWORK OVERVIEW

CONFIDENTIAL – NOT FOR DISCLOSURE

(REDACTED)



April 28, 2017

Notification: Getting Connected Kit and FAQ

To: **All 9-1-1 Originating Service Providers**

Subject: **Greater Harris County (GHC) 9-1-1 System Service Provisioning**

Related Letters: **NA**

Response Deadline: **NA**

This notification includes the Getting Connected Kit for the above mentioned 9-1-1 project. Additionally, our Frequently Asked Questions document has been provided to aid with questions you may have.

Currently, Greater Harris County (GHC) has E9-1-1 service and the goal of this project is to move to a transitional NG9-1-1 platform. All call processing and delivery will use NENA i3 standards, to the extent they can be supported today. To provide added awareness regarding this project, we have listed several important items regarding 9-1-1 project migration:

1. If your company is not yet ready to deploy NG technologies, legacy network gateways (LNG) functional elements will be used to ensure continuity of service.
2. There is no change to the current methods of ALL record processing.
3. Your company should be aware of the action taken by the FCC in docket 13-158¹ which adopted rules to improve the reliability and resiliency of 9-1-1 communications networks.

¹ https://apps.fcc.gov/edocs_public/attachmatch/FCC-13-158A1.pdf

ACTION ITEMS:

1. Your company may currently connect to the AT&T network. Your company will be required to establish two redundant and diverse connections to the GHC 9-1-1 call routing system using Internet Protocol technology or other legacy connecting arrangements. This Getting Connected Kit provides the connection information your company will need to complete this action.

If you elect to continue your connection arrangement with AT&T, your company will need a 9-1-1 transit arrangement with AT&T to serve your company's 9-1-1 traffic.

2. If your company uses or intends to use a third party to relay or deliver your customer's 9-1-1 calls to the GHC 9-1-1 system, refer this documentation to your third-party provider.
3. If items 1 or 2, as shown above, do not describe your situation accurately, please contact us for assistance in filling out this documentation.

Connection information is provided on the next page.

Getting Connected Kit – Connection Information

(Information on this page is Confidential)

(REDACTED)

Questions regarding this notification or to advise of a change of contact person or a change of notification delivery type (e-mail or paper copy), please respond to: GHC911@indigital.net

Frequently Asked Questions and Answers

Q: Why Greater Harris County is changing 9-1-1?

A: Greater Harris County is moving from E9-1-1 to NG9-1-1² to improve and expand the methods available to process the emergency assistance requests they receive from the public. The current E9-1-1 service in Greater Harris County uses equipment that does not have Next Generation functionality. To provide better service, control costs and to ensure equal access to critical public safety by all residents and visitors, Greater Harris County is modernizing their 9-1-1 service.

Q: Our Company does not have a connection to 9-1-1 today. How does this affect us?

A: We realize that many originating service providers use third parties to have their customer's 9-1-1 calls processed. Using third party providers is fully supported by this project. However, recent orders and policy action taken by the FCC recommend, as the preferred connection type, a direct connection to the ESInet. A direct connection to the ESInet allows your company to have full visibility of the availability and operational integrity of the 9-1-1 services used by your customers.

Q: If our Company decides to implement a direct connection, how is this done?

A: Airbus DS Communications, Inc. ("Airbus") provides the Getting Connected Kit which provides the technical details needed to establish a direct connection. During the 9-1-1 migration project, your company's current 9-1-1 connections will remain in place until you take them out of service.

Q: What if we decide to just leave our existing legacy 9-1-1 connection in place?

A: For certain types of originating services providers, this **could** be a short-term option. Each case will vary and will be evaluated. Greater Harris County requests that your company update their method of connection by establishing redundant direct IP or NG compatible connections. By updating your connection types, your company's filing with the FCC will show reliability compliance³.

² <http://www.911.gov/911-issues/standards.html>

³ <http://www.fcc.gov/document/fcc-adopts-rules-improve-911-reliability>

Q: Our Company is interested in making 9-1-1 as reliable as possible. What else can we do?

A: Contact Airbus, at the following email address: GHC911@indigital.net

Q: Our Company is moving to VoIP and we have an IP capable softwitch. Can the ESInet allow me to connect using IP?

A: Yes. The ESInet will fully support IP connection arrangements. Many popular switches have certified support. MetaSwitch, Taqua, GenBand and others can establish direct connections to the ESInet. Contact Airbus to discuss these options.

Q: I have some other questions that were not in this FAQ. Who should I talk with to get answers?

A: Airbus is ready to help answer your questions and find the best solution to fit your company's needs. You can reach us here: GHC911@indigital.net

Please reference Greater Harris County in your e-mail correspondence.



September 30, 2016

To: Greater Harris County 9-1-1 Emergency Network Originating Service Providers (OSPs)

Re: INdigital's Authorization to Act on Behalf of Airbus DS Communications

Dear Provider:

Enclosed is a copy of the Letter of Agency from Greater Harris County 9-1-1 Emergency Network establishing and authorizing Airbus DS Communications, Inc. as the 9-1-1 system network service provider for Greater Harris County and Fort Bend County, Texas. Airbus DS Communications, Inc. has entered into a contract with Communications Venture Corporation dba INdigital ("INdigital") pursuant to which INdigital may act on behalf of Airbus DS Communications in connection with communications and ordering of services from the OSPs as it relates to the provision of network services for Greater Harris County and Fort Bend County, Texas.

Please accept this letter as Airbus DS Communications' authorization for INdigital to communicate with and order services from you as an OSP in Greater Harris County and/or Fort Bend County, Texas.

If you have any questions, please contact me by phone or email at 951-719-2120 or paula.pileggi@airbus-dscomm.com.

Airbus DS Communications, Inc.

A handwritten signature in blue ink that reads "Paula N. Pileggi".

Paula N. Pileggi
General Counsel & Chief Compliance Officer

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