ATTACHMENT D

INCIDENT REPORT

See Attached.

1-March, 2019

15-February IN911 network event

INdigital

The event began at 19:07 ETZ and was caused when the call routing and processing system could not communicate with the routing database over the internet protocol (IP) network. 9-1-1 calls were then routed to the Indianapolis core node, which initially operated as expected, but then became overwhelmed due to higher than expected call volumes related to the fault at the Fort Wayne core site.

INdigital technicians went to work immediately, and partially resolved the issue at 19:45. Full service was restored at 19:58. INdigital completed its investigation of the event and made plans for essential maintenance the following week.

The way calls are routed between the Fort Wayne and Indy nodes was fixed early in the morning of 19-February. The network configuration between the call processing equipment and the routing database at Fort Wayne was also fixed at the same time.

We increased the memory sizing and added capacity to the Indianapolis node early in the morning of 20-Feb.

Different parts of the state had a different experience depending on how and where calls were sent by the originating service providers (wireless companies.) Some of the calls during the event were queued, and then delivered to the PSAPs for call back. Others were routed to admin lines, and many others were delivered as a normal call.

The effect on calls depends on what type of technology the public caller used to call 9-1-1. 5G calls are handled differently than 4G LTE, and the older 3G wireless networks were different yet. Wireline calls were generally not affected. INdigital processed all calls during the event through the different nodes of the IN911 network.

Our work to improve the IN911 network will continue over the next four weeks. Maintenance advisories will be sent prior to any work, and will include a safety plan to ensure service continuity. We appreciate your patience and understanding as we move forward.

We had a 13 year history of full availability of the network, and we share your concern for this event. We are meeting weekly to assess and plan the additional upgrades to improve the IN911 network. We will continue to update all stakeholders on our progress. This summary report includes a technical discussion as Attachment 1, which includes our plan to upgrade the IN911 network from version G-15 to version G-19.

I am always happy to discuss your concerns and provide honest answers to your questions.

Mark Grady, Founder

877-469-2010