

Supplemental Information for the Indiana Utility Regulatory Commission

This information is designed to supplement the annual report for Indiana 211 Partnership filed April 2007, with special attention to matters of interest by the Indiana Utility Regulatory Commission. The full report on IN211 includes a description of activities 2006-March 2007 and financials for 2006.

Access to 2-1-1

Indiana 211 Partnership (IN211) has worked with nearly all Incumbent Local Exchange Carriers in Indiana to complete 2-1-1 translations in their local exchanges. Once funding is secured, IN211 will contact the remaining few ILECs that have a presence in counties yet unserved by 2-1-1.

IN211 extended and/or renegotiated contracts with Verizon and AT&T (formerly SBC), as the two largest carriers in Indiana. All central office switches with AT&T were enabled for 2-1-1 dialing, and IN211 completed payment for all AT&T translations statewide in 2005. Most central office switches with Verizon have been enabled for 2-1-1 dialing, though contract renegotiations in early 2007 revealed the need for more costly Remote Call Forwarding (RCF) programming in certain local Verizon exchanges (i.e. Akron, Atwood, Bourbon, Burket, Delphi, Fulton, Greencastle, Macy, Mentone, Millwood, Morton, Sidney and Windfall).

Certain competitive local exchange carriers, VoIP providers, cable/telephone providers, pay telephones and wireless carriers provide telecommunications services in communities without necessarily making 2-1-1 dialing available to their customers. As it becomes aware a new provider has entered a market, IN211 contacts that provider to initiate 2-1-1 translations. IN211 believes that all telecommunications providers should be *required* to enable 2-1-1 dialing for their customers as a part of their making telecommunications services available in a community in Indiana.

Technical Issues

Indiana 211 Partnership (IN211) continues to receive and act on reports of technical issues each month through its web-based “2-1-1 technical trouble” reporting form, in addition to reports called in to local Centers or to the IN211 central office. Technical issues include that the service is not available in areas where it should be, the routing is not completed appropriately, or some type of messaging from the telephone provider (i.e. “call cannot be completed as dialed”). IN211 “batches” these trouble tickets to address multiple issues with providers concurrently.

Indiana’s 2-1-1 system continues to deal with “phantom calls,” routing issues, and related costs. For example, it is not uncommon to receive calls from other regions. Some of the issue can be attributed to number portability and challenges associated with NPA-NXX routing or provider overflow routing. The reason for other mis-routed calls remains a mystery to IN211 and a frustration to the caller—though Centers try to serve callers regardless of origin.

IN211 also receive less frequent but more challenging technical issues associated with the nature of the 2-1-1 dialing code. Take for example, a situation that has arisen in a number of regions. An IN211 Center receives a call and is able to hear, but not participate in, another conversation—often by a residential customer calling a telephone number which includes the three digits 211 somewhere in the number (i.e. 372-1146). Another example is where a local customer has a telephone number with the digits 211 in its number and receives hundreds of phantom calls when it rains. IN211 escalates these technical issues to telecommunications providers on a case-by-case basis and has found varying responsiveness from telecommunications providers.

IN211 has also found it a challenge to ensure that businesses and owners of private telephone systems (i.e., PBX) have enabled 2-1-1 calling. Some private telephone system owners continue to use 211 as an internal extension or maintain a “block” on three-digit dialing.

Once additional funding is secured, IN211 will be able to execute ongoing 2-1-1 testing (similar to how 911 is tested) and a large-scale marketing program to businesses and PBX owners to ensure 2-1-1 access.

IN211 a leader in telecommunications re: 2-1-1

IN211 continues to provide leadership nationally in telecommunications issues for 2-1-1. IN211 continues to share and manage its routing solution with Ohio 2-1-1 for wireless customers, reducing costs to 2-1-1 Centers in both states and allowing more seamless access for consumers. The IN211 executive director, working with a colleague from Connecticut, developed and manages the national 2-1-1 routing table for Vonage, one of the largest providers of Voice over Internet Protocol (VoIP) telephone service. Similarly, she developed a routing table for Competitive Local Exchange Carriers (CLECs) that have a presence in multiple states or regions.

Additionally, the IN211 executive director continues to work with key leaders across the country on telecommunications issues related to 2-1-1 and has had two articles about telecommunications and emerging technologies published in the professional journal for the field.

IN211 and other N-1-1s

IN211 continues to work with other N-1-1s in Indiana and nationally. At the national level, the IN211 executive director prepared materials related to 2-1-1 for the national N-1-1 Summit held in 2006 in Washington, D.C. Leaders continue communications about addressing routing and other issues specific to N-1-1s and associated with the rapid changes in telecommunications and technology.

- 911 Many IN211 Centers enjoy operational relationships with the Public Safety Answering Points (PSAPs) in their service areas. IN211 is a member of NENA, the National Emergency Number Association. Representatives from an IN211 Center presented a workshop at the conference for the Indiana chapter of NENA.
- 811 IN211 participated in the 811 Summit for Indiana Underground Plant Protection Services held in 2006 in preparation for the planned spring 2007 rollout of 811 in Indiana.
- 711 IN211 is working to ensure that persons who are Deaf, Hard of Hearing, and Speech Impaired can access 2-1-1 service via multiple means—through 2-1-1 or through 711 (Indiana Relay) and possible emerging technologies in the future. IN211 has initiated communications with Indiana Relay and its contracted provider, Sprint Relay, about ways to coordinate and improve services.
- 511 IN211 has not had any substantial contact regarding 511 in 2006 or 2007. However, the IN211 executive director worked with members of 511 Deploy in preparation for a filing to the Federal Communications Commission in 2005.
- 411 no contact
- 311 IN211 advises its Centers and community local leaders as they consider whether 311 is appropriate for their communities and options for coordinating services with 2-1-1.