July 9, 2015

Via electronic mail

Marlene H. Dortch  
Secretary  
Federal Communications Commission  
445 12th Street SW  
Washington, DC  20554

Re: Ex Parte Communication--PS Docket Nos. 08-51, 13-75, 14-193

Dear Ms. Dortch:

On July 8, 2015, Tim Lorello, Senior Vice President, TeleCommunication Systems, Inc. ("TCS"), and the undersigned met in person, and Mark Lanphear, Senior Director of Business Development (TCS) by telephone, with David Simpson, Chief of the Public Safety and Homeland Security Bureau, David Furth, Deputy Chief, Tim May and Eric Schmidt, all of the Public Safety and Homeland Security Bureau (PSHSB) of the Federal Communications Commission (FCC). TCS' representatives discussed matters generally related to the treatment of Non-Service Initialized ("NSI") phones and 911 Governance.

TCS' representatives began by comparing NSI versus Service Initialized ("SI") phones. They noted that the calling patterns were almost identical. They further noted that some number of NSI wireless 911 calls are potentially legitimate based upon similarities to SI wireless 911 calls.

With regard to 911 Governance TCS’s representatives reviewed the following five principles that governance initiatives should look to address:

1. Need for Effective Monitoring
2. Need for Problem Resolution Collaboration
3. Alternate Network solutions
4. Quality processes
5. Cybersecurity Oversight

TCS noted that a number of independent networks have developed and that while the networks are good at monitoring themselves, the April 2014 outage demonstrated a lack of coordination and collaboration. TCS recommended that in order to address these issues, the FCC might encourage collaboration in the areas of monitoring and problem resolution. TCS
also recommended that the FCC encourage network providers to use quality processes as well as to develop alternate network options which could be invoked during crises. Finally TCS' representatives indicated that with so many IP-based connections, cybersecurity was critical.

Pursuant to Section 1.1206 of the Commission’s rules, 47 C.F.R. § 1.1206, this letter and a copy of materials presented during this meeting are being electronically filed via ECFS with your office and a copy of this submission is being provided to the meeting attendees. Please direct any questions to the undersigned.

Sincerely,

Stinson Leonard Street LLP

H. Russell Frisby, Jr

HF:SLS

Attachment

cc: Adm. David Simpson
    David Furth
    Tim May
    Eric Schmidt
NSI Follow-up #1
Governance

July 8th, 2015

Timothy James Lorello
Sr. Vice President
Agenda

• NSI Follow-up #1
  – NSI vs. SI comparison

• Five Principles of Governance
  – Monitoring
  – Problem Resolution
  – Alternate Network Solutions
  – Quality Processes
  – Cybersecurity Oversight

• Summary
NSI Analysis: Comparison of Calls from Unique Phones

-can you tell which are NSI vs. SI phones?

Source: TCS Wireless NSI 911 calls received May 1st, 2015 thru May 27th, 2015

Source: TCS Wireless calls in DC received May 2013

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NSI Analysis: Comparison of NSI vs. SI Call Patterns

Number of Calls from Specific MDNs

Number of Calls from specific NSI Mobile Phones

Source: TCS Wireless NSI 911 calls received May 1st, 2015 thru May 27th, 2015

Source: TCS Wireless calls in DC received May, 2013

Most "unwanted"

- >10 calls: NSI 9, SI 15
- >20 calls: NSI 3, SI 5
- >50 calls: NSI 1, SI 2

Non-Service Initialized: 6.8% of calls

Service Initialized: 93.2% of calls

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NSI Analysis: Network Type Affects NSI Percentage

Source: TCS Wireless NSI 911 calls received May, 2014 thru May, 2015

Previous data was CDMA
Five Principles of Governance

- Need for Effective Monitoring
- Need for Problem Resolution Collaboration
- Alternate Network Solutions
- Quality Processes
- Cybersecurity Oversight
Wireline E9-1-1: The "Good Ol' Days"

FCC Solutions Summit
March 18th, 2004
Prof. Henning Schulzrinne
Wireless E911: The First Major Fracture of the Ecosystem

Wireless network monitoring

MSC

Wireless Tower

PDE

A-GPS, UTDOA, ...

ESRK = unique for call
ESRD = unique for location

dynamic updates

MSC

ISUP

Wireline network monitoring

Problem

pANI

LEC selective router

ESRK or ESRD → coordinates callback number

FCC Solutions Summit
March 18th, 2004
Prof. Henning Schulzrinne
VoIP E911: The Next Major Fracture of the Ecosystem

I2 Solution

“Enhanced” E9-1-1

4106663333

1800 Charles Street

1

4106663333

Softswitch

9-1-1

VoIP Service Provider

Dispatch to 1800 Charles Street

4109990000 + ESQK

4109990000

LEC

Selective Router

PSAP

Admin Line

VPC - VoIP Positioning Center

ESQK = Emergency Services Query Key

E911 Network Operations Center

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ESInet: The Many Players of the New Wireline Ecosystem

How do we monitor for problems in this new 9-1-1 world?
April 2014 Outage: Monitoring Detected Problems

1: Person dials 9-1-1
2: Softswitch requests routing instructions
3: Softswitch routes call to nearest PSAP
4: E9-1-1 Center stages enhanced location
5: PSAP queries never came

Legend:
- Voice (\(\text{\textgreater}\))
- Data \(\text{\textless}\)

Difference in counters generated an alarm — resulted in escalation

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Need a More Effective Monitoring Approach

• **Independent networks are good at monitoring themselves**
  - Network providers follow best practices
    - Previous NRIC/CSRIC identified these practices
  - Network failures generate alarms
  - Network Operation Center (NOC) personnel address problems

• **April 2014 Outage demonstrated lack of coordination**
  - TCS detected routing/ALI request problems
  - NOC contacted customers to determine next actions
  - Interactions between networks not defined

• **FCC could encourage monitoring collaboration**
  - Initiate Best Practice studies in CSRIC V
  - Encourage mechanisms to allow independent networks to share info
    - Possibly pattern after cybersecurity sharing practices via 3rd parties
Five Principles of Governance

• Need for Effective Monitoring
• Need for Problem Resolution Collaboration
• Alternate Network Solutions
• Quality Processes
• Cybersecurity Oversight
Collaboration Exists Within Networks

1: Person dials 9-1-1

2: Softswitch requests routing instructions

3: Softswitch routes call to nearest PSAP

4: E9-1-1 Center stages enhanced location

5: PSAP queries never came
Need for Problem Resolution Collaboration

• **Independent networks have problem resolution procedures**
  - Network providers follow best practices
    ▪ Previous NRIC/CSRIC identified these practices
  - TCS best practices include customer notification/collaboration
  - NOC personnel work problem resolution with customer
    ▪ FCC notification support
    ▪ Root Cause Analysis provided

• **April 2014 Outage Demonstrated Lack of Collaboration**
  - TCS had information on routing issues
  - NOC had no outlet to provide useful information on problems detected

• **FCC Could Encourage Problem Resolution Collaboration**
  - Initiate Best Practice studies in CSRIC V
  - Encourage mechanisms to allow collaborative problem resolution
    ▪ Possibly pattern after internal network problem resolution solutions
    ▪ 3rd party clearinghouse could facilitate information sharing and resolution approaches
Five Principles of Governance

• Need for Effective Monitoring

• Need for Problem Resolution Collaboration

• Alternate Network Solutions

• Quality Processes

• Cybersecurity Oversight
Alternate Routing During April 2014 Outage

1: Softswitch requests routing instructions

3: Softswitch routes call to TCS Resource Center

3: TCS Resource Center routes call to nearest PSAP's Admin Line

VoIP Carrier
(202) 555-1212 9-1-1

Softswitch

Registration DB

TCS E9-1-1 Center

ESRK CRDB MPC ALI

TCS Resource Center

PSAP

Selective Router

LEC

Admin Line
Networks Must Provide Alternate Solutions

- **Independent networks can generate alternate solutions**
  - Network providers establish architectural resiliency
    - FCC Task Force for Optimal PSAP Architecture (TFOPA) could suggest alternatives
  - Networks invoke alternate solutions during crises
  - Focus is on rapid restoration while resolution analysis continues

- **April 2014 Outage demonstrated alternatives can work**
  - TCS Resource Center served as an alternate routing option

- **FCC could encourage alternate network options**
  - Initiate Best Practice studies in CSRIC V
  - Have TFOPA suggest alternate network approaches
    - Investigate current practices
    - Collaborate with NENA to establish alternative network routing options
Five Principles of Governance

- Need for Effective Monitoring
- Need for Problem Resolution Collaboration
- Alternate Network Solutions
- Quality Processes
- Cybersecurity Oversight
An Architecture Limitation Caused the April 2014 Outage

How do you build quality into a network?

FCC Solutions Summit
March 18th, 2004
Prof. Henning Schulzrinne
Quality Development Processes Improve Outcomes

- **ISO-9001**: a quality system for product development & service management
  - ISO 9001 establishes an 8-point quality system
    - Customer focus
    - Leadership
    - Involvement of people
    - Process approach
    - System approach to management
    - Continual improvement
    - Factual approach to decision-making
    - Mutually beneficial supplier relationships

- **TL9000, via the Quest Forum, provides telecomm-specific certifications**
  - Quality management system provides a systematic and repeatable framework

- **FCC could encourage use of quality management systems**
  - NRIC/CSRIC have consistently generated best telecomm practices
Five Principles of Governance

- Need for Effective Monitoring
- Need for Problem Resolution Collaboration
- Alternate Network Solutions
- Quality Processes
- Cybersecurity Oversight
The 9-1-1 Ecosystem Is Moving to IP-Based systems

With so many IP-based connections, Cybersecurity is critical!
Telecomm Networks Face a Daunting Cyber Threat

- **Networks have multiple interconnection points**
  - Firewalls and protocols must be established
  - Products should be cyber-tested
  - Personnel should be cyber-trained

- **Public Safety is ill-prepared for cybersecurity**
  - 80% of all PSAPs are fewer than 5 seats

- **Telecomm providers are ill-prepared for cybersecurity**
  - As of 2012, 756 ILECs reported to FCC
    - FCC Local Telephone Competition Report, 6/30/12
  - As of 2015, 788 registered CLECs
    - Local Search Association – 6/15/2015

- **Federal leadership will continue to be critical**
  - Initiating sharing and awareness efforts in CSRIC V
  - Funding may be necessary for smaller telecomm & public safety players

"Hackers only need to get it right once; we need to get it right every time"
*Chris Triolo, HP*
Five Principles of Governance

• Need for Effective Monitoring
• Need for Problem Resolution Collaboration
• Alternate Network Solutions
• Quality Processes
• Cybersecurity Oversight
Questions

Timothy James Lorello
Sr. Vice President
410.280.1275 (o)  |  410.703.3523 (m)

275 West Street
Annapolis, MD 21401

tlarello@telecomsys.com
@telecomsys
www.telecomsys.com