



Where Technology, Creativity and Quality Service Meet

April 19, 2018

Robert Stack
Director
Division of Enhanced 911

Mr. Stack,

The purpose of this correspondence is to confirm to you that AK Associates (an authorized Solacom distributor and service organization) is the sole-source provider of Solacom equipment for the Central Kentucky CKy911Net system due to the contractual arrangements between AK Associates and Solacom.

AK has partnered with INdigital to provide all of our customers with Solacom 911 systems, text to 911 and NGCS (Next Generation Core Services). The reason is, they are the only TCC (Text Control Center) with the ability to manage the SBC (Session Boarder Control) from their TCC. This service provides our customers with the ability to connect text to 911 and NGCS directly into your Solacom 911 system without having LFUCG purchase and maintain two SBC's (one at side A and B of the Solacom Guardian System). The SBC's would be needed for connectivity into your Guardian 911 system if text to 911 was to be purchased from one of the other two companies that offer text to 911. In addition, INdigital is the only Text to 911 provider (TCC) with the ability to offer text from 911. This service has proven to be the most effective way to respond to an abandon call, which saves significant time instead of having to manually dial every abandon call. When a call taker/dispatcher needs to reach out to an abandoned call, the caller has a considerable better chance to text back to the 911 center than to answer a voice call from the PSAP. For the reason stated above, AK Associates considers the text to 911 service from INdigital a sole source.

Sincerely,

A handwritten signature in cursive script that reads 'Arthur E. Kraus'.

Arthur E. Kraus, VP
AK Associates