

**SC ESINET UPDATE**  
**SC 9-1-1 ADVISORY COMMITTEE**  
**JULY 23, 2024**



SOUTH CAROLINA REVENUE AND FISCAL AFFAIRS OFFICE  
*Transforming data into solutions for South Carolina*

# SC ESINET – STATISTICS

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Physical PSAP Count

46

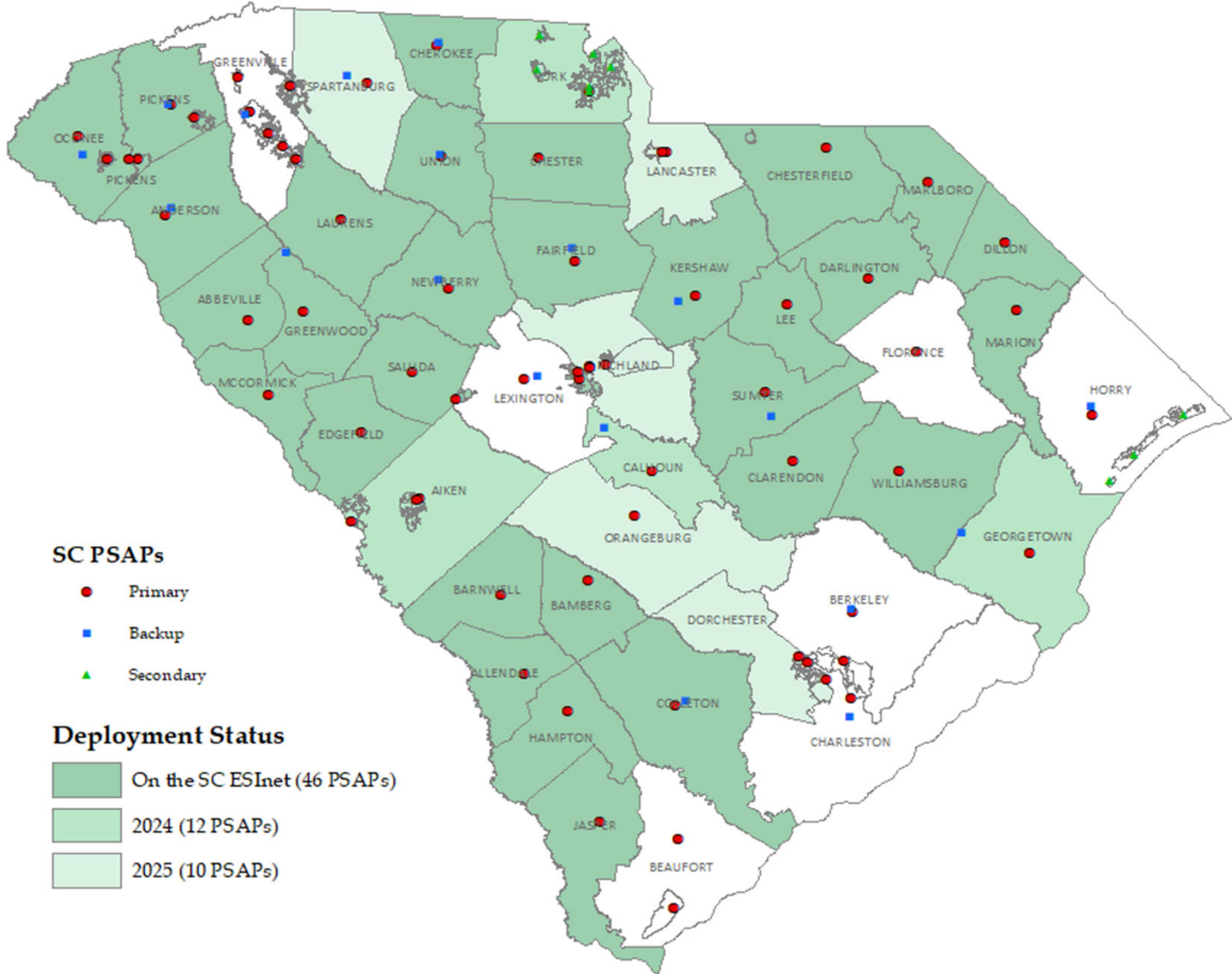
Hosted CHE/CPE Count

33

Remaining PSAPs Scheduled for 2024

12

# SC ESINET MIGRATIONS THROUGH JUNE 2024



6/26/24

# CIRCUIT OUTAGE – 07/09/2024

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## Cause

A weather-related event is suspected (Hurricane Beryl) to have affected both backhaul circuits between the Dallas, TX and Raleigh, NC datacenters.

A power failure at a Lumen facility near Dallas caused the Lumen circuit to go out of service. The reason is still unknown as to why the Verizon circuit failed, though no interdependencies between the two circuits are shown in network diagrams.

# CIRCUIT OUTAGE – 07/09/2024

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## Affected Systems

Any incoming/outgoing Solacom hosted 10-Digit Administrative calls directed to the Dallas datacenter

Any transfers attempted into the Solacom hosted 10-Digit Administrative Lines directed to the Dallas datacenter

# CIRCUIT OUTAGE – 07/09/2024

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## Actions Taken

All network traffic and Solacom hosted positions were forced to the Raleigh datacenter

The Solacom hosted proxy in Dallas was turned down/off to prevent misdirection of calls

# CIRCUIT OUTAGE – 07/09/2024

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## Current Status

Verizon circuit recovered on 07.09.2024

Lumen circuit recovered on 07.12.2024

Comtech connectivity to Dallas reestablished 07.12.2024

Awaiting root cause reports for facility power failure from Lumen  
and Verizon circuit outage

# OTHER ITEMS FOR DISCUSSION