Department of Commerce & Insurance | Tennessee Emergency Communications Board

Call Handling as a Service

PROJECT OVERVIEW

The Call Handling as a Service (CHaaS) project provides a scalable call handling solution that interconnects with the State of Tennessee's Next Generation 911 (NG911) network, NetTN. This is an optional service, available to any Public Safety Answering Point (PSAP) wanting to migrate to the solution.

HOW IT WORKS

The NG911 Emergency Service Routing Proxy's (ESRP's) route a 911 call to the hosted customer premise equipment (CPE) and the hosted CPE then queries Automatic Location Identification (ALI) and delivers the call and ALI data to the correct PSAP telecommunicator position.

The diagrams below illustrate the difference in configurations between PSAPs with traditional on-site CPE and PSAPs using the CHaaS solution. With the on-site CPE, all Call Handling Equipment (CHE) is located in the PSAP; however, with CHaaS, redundant controllers are located in the AT&T data centers and minimal equipment is needed in the PSAP.

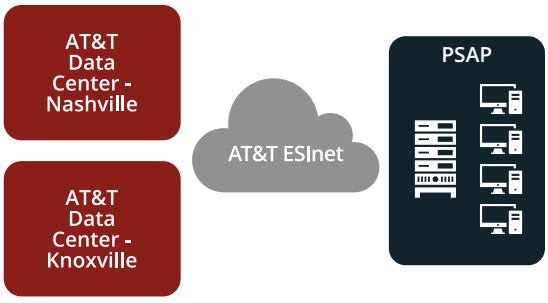


Diagram 1: On-Site CPE

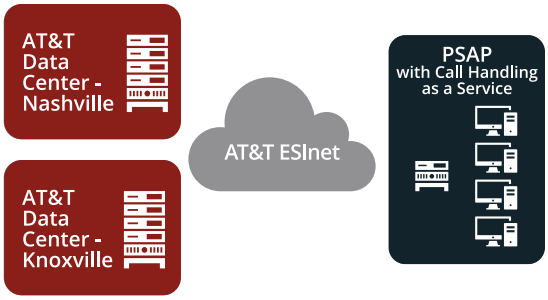


Diagram 2: Call Handling as a Service

WHAT IT OFFERS

The AT&T CHaaS solution is an i3 compliant solution that provides consistency and efficiencies for PSAPs that migrate to the service. The CPE is hosted in AT&T data centers and is monitored and maintained as a part of the service.

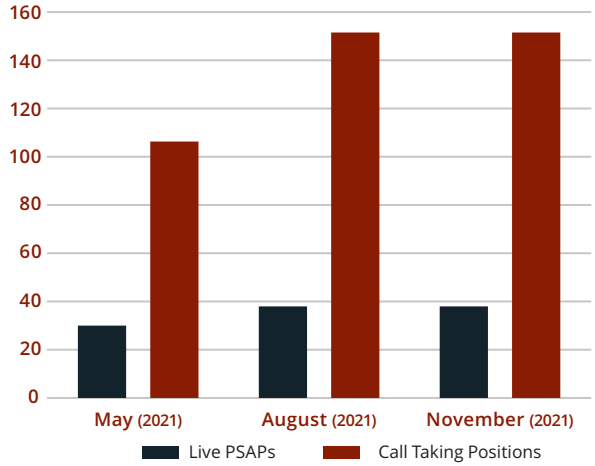
WHO IS IMPACTED

The TECB and AT&T recently signed a new contract for NG911 and CHaaS solutions continuing service for a minimum of five additional years. This solution is an optional service and is available to any PSAP seeking to migrate from an on-site to a hosted services solution.

CURRENT STATUS – NOVEMBER UPDATES

There are 37 PSAPs within 29 Emergency Communications Districts (ECDs) using the service with a total of 153 call taking positions.

Call Handling as a Service – Quarterly Statistics



NEXT STEPS

If you are interested in the service or would like more information, contact the TECB Director of Technology, Eddie Burchell at 615.210.3807 or Eddie.Burchell@tn.gov.

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