



Next Generation 911 (NG911)

» PROJECT OVERVIEW

Tennessee remains a leader in Next Generation 911 (NG911) with our nationally recognized Emergency Services Internet protocol network (ESInet). Access to 911 is a priority and the Tennessee Emergency Communications Board (TECB) is committed to providing excellent customer service to the Tennessee 911 community through its values of integrity, leadership and accountability.

» NG911 STATISTICS

OVER **20 MILLION** CALLS PROCESSED

87% CALL VOLUME FROM WIRELESS CALLERS

261,867 AVERAGE NUMBER OF CALLS PROCESSED MONTHLY



QUALITY GIS DATA MAINTAINED ACROSS THE STATE

» WHO IS IMPACTED

All Emergency Communication Districts (ECDs) in the state are impacted by the NG911 project.

» CURRENT STATUS – AUGUST UPDATES

On September 27, 2018, the TECB voted to proceed with moving from AT&T's microDATA-based Internet Protocol Selective Routers (IPSRs) solution to its nationwide ESInet with Next Generation Core Services (NGCS) solution. This transition is well underway and will enable the TECB to deliver on the enhanced technology services outlined in the strategic plan. Some of the benefits the state and ECDs will recognize with this enhanced service include:

- » NENA i3 compliant solution
- » Defense-in-depth security
- » Continued 99.999% availability
- » Customer management portal
- » Integrated text-to-911
- » Location database (LDB) functionality

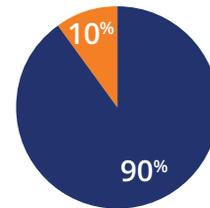
AT&T continues to work on transition activities and has migrated 137 Public Safety Answering Points (PSAPs) to the nationwide ESInet. This is an increase of 19 PSAPs this quarter. Transition activities include:

- » Call Handling Equipment (CHE) testing through Intrado
- » Prioritizing and planning PSAP cut-over schedules
- » Completing AVPN circuit installations (100% complete)
- » Collecting PSAP data (discovery & data exchange workbooks)
- » Preparing Geographic Information System (GIS) and Automatic Location Identification (ALI) data
- » Scheduling kickoff calls and planning transition activities with PSAPs

AT&T Nationwide Transition Status

August 2021

PSAPs on NetTN PSAPs Transitioned to Nationwide Solution



AT&T is working with the remaining PSAPs and their call handling vendors to prepare for outstanding migrations. Thank you to the PSAPs and vendors for continuing to support this work.

» NEXT STEPS

The TECB and AT&T are assessing priorities for future transition work. AT&T is continuing to migrate PSAPs and is planning to complete transitions by fall of 2021.

In preparation for a 2023 contract end date on the current ESInet, the TECB recently completed the procurement process and has offered an intent to award to AT&T. Once the contract is finalized, the TECB and AT&T will have a kickoff meeting to discuss a project schedule and contract details.