



Next Generation 911 (NG911)

PROJECT OVERVIEW

Tennessee remains a leader in NG911 with our nationally recognized, robust, secure and redundant Emergency Services Internet protocol network (ESInet), over NetTN. This network handles hundreds of thousands of calls each month and helps keep the citizens of Tennessee safe.

NG911 STATISTICS

The state of Tennessee has benefited from the stability of the NG911 network that has been in production for seven years.

OVER 20 MILLION CALLS PROCESSED	
100% CORE AVAILABILITY	 AVERAGE NUMBER OF CALLS PROCESSED MONTHLY
CALL VOLUME FROM WIRELESS CALLERS 87%	261,867
	QUALITY GIS DATA MAINTAINED ACROSS THE STATE

WHO IS IMPACTED

All emergency communication districts in the state are impacted by the NG911 project.

CURRENT STATUS – AUGUST UPDATES

On September 27, 2018, the TECB Board voted to proceed with moving from AT&T’s microDATA-based Internet protocol selective routing (IPSR) solution to its nationwide ESInet™ with Next Generation Core Services (NGCS) solution. This change will allow the state of Tennessee to continue its leadership in NG911 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 enhancement include:

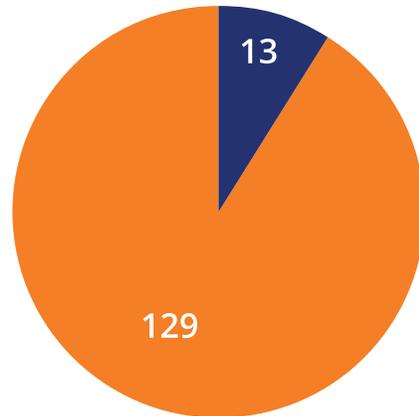
- ▶ *NENA i3 compliant solution*
- ▶ *Defense-in-depth security*
- ▶ *Continued 99.999% availability*
- ▶ *Customer management portal*
- ▶ *Integrated text-to-911*
- ▶ *Location database (LDB) functionality*

AT&T continues to work transition activities and has migrated 13 PSAPs to the nationwide ESInet. Transition activities include:

- ▶ *CPE testing through Intrado*
- ▶ *Prioritizing and planning PSAP cut-over schedules*
- ▶ *Completing AVPN circuit installations (approximately 93% complete)*
- ▶ *Collecting PSAP data (discovery & data exchange workbooks)*
- ▶ *Preparing GIS and ALI data*
- ▶ *Scheduling kickoff calls and planning transition activities with PSAPs*

AT&T Nationwide Transition Status
August 2020

■ PSAPs Transitioned ■ PSAPs on NetTN



To allow full focus on the nationwide transition, the TECB has asked AT&T to halt transitions to Stage 2 on the current network.

NEXT STEPS

The TECB and AT&T continue project planning, prioritization and installations. AT&T is working to complete approximately 120 transitions by the end of 2020 and the remainder of PSAPs in Q1 of 2021.