



Next Generation 911 (NG911)

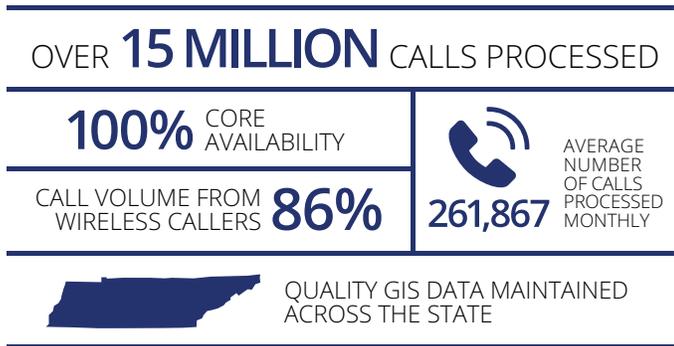
PROJECT OVERVIEW

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.

- ▶ NENA i3 compliant solution
- ▶ Defense-in-depth security
- ▶ Continued 99.999% availability
- ▶ Customer management portal
- ▶ Six core architecture for additional resiliency
- ▶ Integrated text-to-911
- ▶ Nine aggregation sites for diversified call entry
- ▶ Location database (LDB) functionality

NG911 STATISTICS

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



Efforts to update the contract are underway and required prior to kicking off the AT&T nationwide ESInet™ project.

In the meantime, the efforts to transition PSAPs to Stage 2 on the current network, NetTN, remain a priority. This work supports both the current and future NG911 initiatives of the state. Work underway includes:

- A planned AT&T **software update** to support CPE compatibility necessary for some Stage 2 transitions
- Continued Stage 2 planning and testing for districts not dependent on this software upgrade
- One additional PSAP has gone live with Stage 2 for a total of **103 PSAPs transitioned** to Stage 2

WHO IS IMPACTED

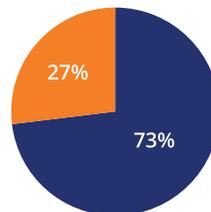
All emergency communication districts in the state are impacted by the NG911 project.

The ECaTS statewide call volume dashboard project continues to progress. Sixty PSAPs have the equipment installed, 37 are live, and 37 PSAPs are pending installation. Contact Eddie Burchell at eddie.burchell@tn.gov if you have questions or need support in getting installations scheduled.

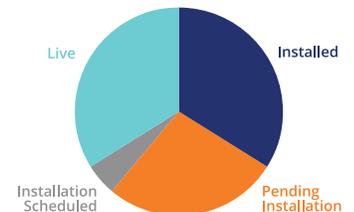
CURRENT STATUS – FEBRUARY UPDATES

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 decision includes a transition to the automatic location identification (ALI) platform also supported by the AT&T nationwide 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:

TN NG911 DEPLOYMENT STATUS



ECATS PROJECT STATUS



NEXT STEPS

- AT&T is planning and preparing for the software update for the current call routing platform
- Stage 2 transitions will remain a focus until the nationwide ESInet™ transition begins
- The TECB will work with AT&T on contractual needs to support the transition to the nationwide solution
- ECaTS installations and activation