



# Call Handling as a Service

## PROJECT OVERVIEW

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

## HOW IT WORKS

The NG911 Internet Protocol selective routers (IPSRs) route a 911 call to the hosted customer premise equipment (CPE) and the hosted CPE then queries 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 Call Handling as a Service solution. With the on-site CPE, all call handling equipment is located in the PSAP; however, with call handling as a service, redundant controllers are located in the AT&T data centers and minimal equipment is needed in the PSAP.

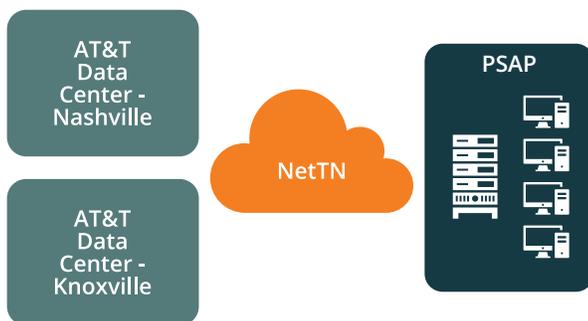


Diagram 1: On-Site CPE

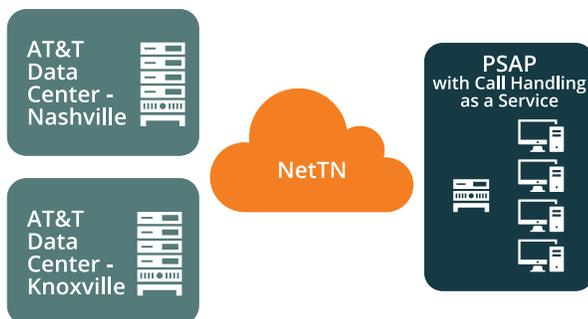


Diagram 2: Call Handling as a Service

## WHAT IT OFFERS

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

Benefits of the Call Handling as a Service solution include:

- Reduced total cost of ownership for the PSAP
- Interoperability and testing with NetTN for every call handling and NG911 core software release
- Operational efficiencies gained through system maintenance and support
- Site redundancy and disaster recovery preparedness providing 99.999% availability
- CPE costs move from capital expense to operating expense eliminating depreciation of on-site equipment

## WHO IS IMPACTED

The Call Handling as a Service 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

The service is live and available for PSAPs across the state. The infrastructure was installed ahead of schedule, and a first office application (FOA) was complete with installation and activation of the service in Maury County in December 2017.

- 18 PSAPs in progress
- 1 PSAP live

## NEXT STEPS

Contact TECB Director of Technology, Eddie Burchell, for more information at 615.210.3807 or [Eddie.Burchell@tn.gov](mailto:Eddie.Burchell@tn.gov).