Department of Commerce & Insurance | Tennessee Emergency Communications Board

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.

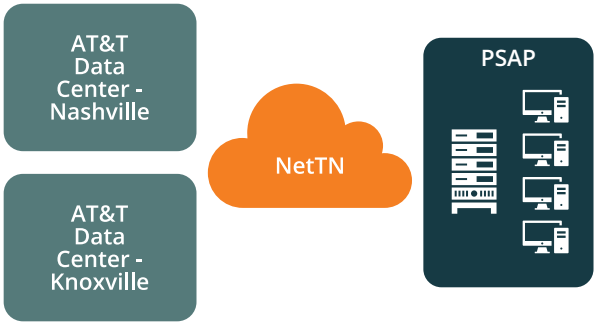

Diagram 1: On-Site CPE

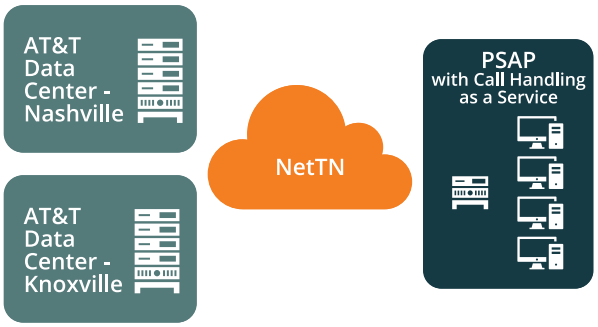

Diagram 2: Call Handling as a Service

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 – AUGUST UPDATES

Since the TECB's last update, four more PSAPs have come on to the CHaaS solution, making a total of five PSAPs that are now live. Jurisdictions continue to express interest, with seven PSAPs currently working towards service installations and eight more having expressed interest and working through the decision-making process. The total seat count is 88 seats with a path to 100 in sight.

- 5 PSAPs live
- 15 PSAPs in progress

NEXT STEPS

For more information, contact the TECB Director of Technology, Eddie Burchell at 615.210.3807 or Eddie.Burchell@tn.gov