





Next Generation 911 (NG911)

» PROJECT OVERVIEW

Tennessee remains a leader in NG911 with our nationally recognized Emergency Services Internet protocol network (ESInet). Access to 911 is a priority and the 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 | |
| 100% CORE AVAILABILITY |  AVERAGE NUMBER OF CALLS PROCESSED MONTHLY 261,867 |
| CALL VOLUME FROM WIRELESS CALLERS 87% | |
|  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 – MAY UPDATES

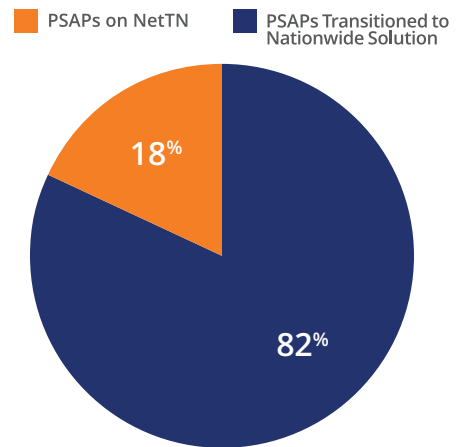
On September 27, 2018, the TECB voted to proceed with moving from AT&T's microDATA-based Internet protocol selective routing (IPSR) solution to its nationwide ESInet™ with Next Generation Core Services (NGCS) solution. This transition is well underway and will enable the TECB to deliver on the enhanced 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 118 PSAPs to the nationwide ESInet. This is an increase of 44 PSAPs this quarter. Transition activities include:

- » *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 GIS and ALI data*
- » *Scheduling kickoff calls and planning transition activities with PSAPs*

AT&T Nationwide Transition Status
May 2021



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 with AT&T, the TECB is in the procurement process for future ESInet, NGCS, and hosted call handling services.