TO: PSAP Personnel
From: AT&T
Date: October, 14, 2016

Today, AT&T announced at the 911 Commission Meeting that they would be transitioning the NG-911 system to a different call handling platform. AT&T places the highest priority on the safety of the communities we serve. After a thorough evaluation of call handling platforms and options available, a new platform was selected that best meets the needs of the citizens of the State of Connecticut. The platform change will impact the current project plan. PSAP cutovers will resume in January 2017 with a projected completion date of November 2017. Implementation efforts will begin immediately with additional details on the new platform to be presented October 18 at the scheduled PSAP Update Meeting.

In the interim and during this transition, AT&T is committed to maintaining both the legacy and current Next Generation 911 platforms. In addition, AT&T plans to establish a user forum with representatives of the CT PSAP community to share information and collect feedback on the new platform.

AT&T chose West's VIPER call handling platform as the replacement based on the following:

- Industry leading solution
- Extensive AT&T experience with the platform
- Superior technical architecture
- Successful large scale deployments
- Solid corporate foundation with strong commitment to Public Safety and to AT&T.

Telecommunicators and PSAP Directors can expect the following service improvements, features and benefits:

- The West VIPER graphical user interface is highly customizable and addresses a number of needs, most notably font size and speed dial configuration/presentation;
- Improved audio integration and sound quality;
- Improved reporting capabilities;
- Enhanced contingency planning benefits;
- Purpose built workstation with robust headset jacks and;
- Audible alarms at the PSAPs.

AT&T has also implemented a number of Resolution Center improvements, including:

- Refining call overflow between the Chicago and Atlanta help centers.
- Implementing a flexible staffing process to acquire additional resources during a major event.
- Updating the major event communication plan with the State to improve PSAP status updates.
- Adjusting the major event processes to handle requests for re-routes more quickly.
- Implementing a major event status recording on the Resolution Center help line.
- Assigning a dedicated State of Connecticut Service Executive to assist with essential support needs of the state.
- Implementing a First Call Resolution process for 5 common trouble ticket/user issues.

We look forward to continuing to work with the State of Connecticut and 911 centers as we deploy the new platform and enhanced 911 services.