

SASKTEL MANAGED NG9-1-1 CALL HANDLING



Thank you for your interest in a SaskTel managed, NENA i3 standards-based IP call-handling solution for the receipt and processing of Next-Generation 9-1-1 calls.

WHY SASKTEL?

The introduction of NG9-1-1 represents a disruptive change for PSAPs, requiring not only new technology, but also new processes and skill sets. In partnering with SaskTel for your NG9-1-1 call-handling needs, PSAPs can continue to focus internal resources on their core business and addressing the operational impacts that come with the move to NG9-1-1, while SaskTel takes care of the parts that we do best – building robust, secure, world-class networks and IT/communications services.

Through our vendor partnership with Solacom, we can provide access to a purpose-built emergency call handling and management solution, fully customized for each and every PSAP in the province. Having all organizations on a single technology stack will simplify the exchange of calls and incident data between agencies, while at the same time reducing complexity in the operation, support, and evolution of 9-1-1 call handling services in Saskatchewan. As SaskTel is the designated NG9-1-1 ESInet provider for the province, choosing SaskTel's Managed Call Handling service as well provides your PSAP with a single partner for all of your end-to-end NG9-1-1 call processing needs.

SaskTel's Managed Call Handling offering leverages the Solacom Guardian 9-1-1 platform as your call handling solution. As part of a fully managed end-to-end service, this product gives you secure and future proof access to everything you need to manage any emergency call from any device, at any time, from anywhere, and in any format now and in the future – whether voice, text, data, or even video.

GUARDIAN 9-1-1 CALL HANDLING

The Guardian 9-1-1 Call Handling solution is engineered to streamline 9-1-1 call handling and processing, enable real-time collection of critical voice, text, data and video information, and speed delivery of rich situational awareness data to first response teams. At the desktop, the user-centric, customizable solution supports administrative and emergency call processing, including performing call distribution functions, transferring calls with the click of a button, providing unlimited conferencing, and allowing call takers to see and manage every leg of an active call.

Manage any call, any media

The Guardian 9-1-1 Call Handling solution is designed to provide all the functionality needed to manage 9-1-1 calls in any format and collect rich situational awareness information from any source – today and tomorrow – including:

- Next-generation voice
- Text-to-911
- Text-from-911
- Real-time texting
- 3D location mapping
- Image-enriched messaging
- Video-enhanced data

The Guardian 9-1-1 Call Handling solution is a full-featured, customizable system specifically engineered for legacy and IP-based emergency call management and control, and for converging traditional voice and data into a single communications workflow.

Get complete, customizable call handling

The Guardian 9-1-1 Call Handling solution provides the highest level of flexibility to fit each call taker's unique workflow requirements. The modular screen layout can be customized to fit individual preferences with:

- Customized icons and buttons
- Buttons sized for touch screen operation
- Mute, privacy and hold buttons
- Intelligent transfer buttons that allow call takers to select the type of outgoing call based on the type of incoming call
- Buttons sized for call takers with visual disabilities
- Multimedia interfaces for non-voice communications, including text messages, instant messaging and telecommunications device for the deaf (TDD/TTY)

Call takers can log into any position at any PSAP on the platform, access their profile, and work as though they were sitting at their regular workstation.

Support legacy and IP systems

To ensure maximum flexibility, the call management and control system supports legacy inbound and outbound communications, as well as other PSAPs and public service agencies. It also integrates easily with all legacy and IP-based equipment and database systems, including:

- Mapping systems
- Computer-aided dispatch (CAD) systems
- Voice recording systems
- Video systems
- Short message service (SMS)
- Multimedia message service (MMS)
- Instant Messaging (IM)
- Other data sources

GUARDIAN TEXT

Guardian Text is an integrated, full featured short message service (SMS) function available when you need it. Once configured, this function seamlessly integrates full text management capabilities into the call control system and at the desktop.

Get complete Inbound and outbound text capabilities

Guardian Text allows call takers to respond quickly and easily to all text-to-911 messages, as well as offering outbound text-from-911 capabilities. Guardian Text can even be configured with pre-scripted text messages that can be used to provide a quick response to text-to-911 messages, or enable call takers to reconnect with disconnected or abandoned callers via text.

Streamline Text-to-911 handling

At the desktop, text-based calls are handled like a regular voice call. All SMS 9-1-1, TTY, Silent Caller and instant messaging (IM) calls are integrated into the 9-1-1 Call Handling interface. Once received, call takers have the option to manage text calls with all the same features and functions associated with voice calls, including transfer and join capabilities.

Beyond the desktop, the call control system can be configured to identify text-to-911 call with a unique ring and present it clearly as viewable text on call taker display screens, along with call history and other relevant call information. To further optimize call handling, the system enables call takers to be assigned roles that will either include or exclude text calls from being presented at their positions. This allows PSAPs to streamline the call management process and ensure all text-to-911 messages are answered by call takers trained and certified in handling text-based calls.

Lay a strong foundation for the future

When you're ready, Guardian Text can be extended to support more advanced, multimedia text capabilities, such as text messages that include photos and video clips, and real-time texting.

GUARDIAN MANAGEMENT INFORMATION SYSTEM (MIS)

Guardian MIS enables ongoing, real-time collection of all voice, text, image, video and map data, and provides easy access to all this rich event information at any time for analysis, reporting and training. It's a complete call logging, tracking, and reporting application.

Trust advanced call logging and tracking

The Guardian MIS application is engineered to simplify logging and tracking of multimedia call data information and the administrative process required to generate reports. To track call activity, the Guardian MIS application leverages the i3 call logging capabilities built into every Guardian 9-1-1 Call Handling solution. Each call is assigned a unique identifier that enables the application to track the progress of a call through the system using significantly more call information than that available with traditional Call Detail Record (CDR) feeds, including:

- Operator actions (Hold, mute, busy out and others)
- Automatic location information (ALI)
- Call recordings
- Call records (Start of call, call answered, call released and others)
- Location to Service Translation (LoST)
- Attachments (operators screen captures and others)
- HTTP-Enabled Local Delivery (HELD) protocol

GUARDIAN MIS CONT'D

Simplified and secure reporting

Once the data is logged into the system, you have all the information you need at your fingertips to generate a variety of reports. Guardian MIS support standalone queries, as well as ad hoc and custom reports, and comes loaded with a library of 25 default report templates that can be used as structured or modified to generate custom reports.

The Guardian MIS application only provides access to data and reporting capabilities based on assigned user permissions. Each user is only allowed to see call data from specific users and agencies. And only specific users have the permissions needed to save reports and recordings for external use.

Guardian MIS can be used to generate a variety of detailed reports, including:

9-1-1 calls by hour of day	9-1-1 call transferred to PSAP
9-1-1 calls by hour period	9-1-1 call transferred from PSAP
9-1-1 calls by day single	9-1-1 calls by location
9-1-1 calls by day	9-1-1 TTY calls
9-1-1 calls by day period	9-1-1 calls answered by city
9-1-1 calls by day of week	9-1-1 calls answered by ESN
9-1-1 calls by week start date	9-1-1 calls answered by class of service
9-1-1 calls by week period	Admin calls by hour
9-1-1 calls by week current	Admins calls by day
9-1-1 calls by month current	Admin calls by week
9-1-1 calls by month name	Admin calls by month
9-1-1 calls by call taker	Admin calls by line
9-1-1 calls single trace	Admin calls by call taker
9-1-1 calls answered versus abandoned	Admin calls abandoned
9-1-1 calls overflowed and answered	Call taker statistics – all 9-1-1 calls sorted by division and call taker
9-1-1 calls overflowed and answered by PSAP	ACD statistics – queue statistics (how many calls reached each queue and were answered or unanswered)
9-1-1 calls overflowed and redirected	Specific call details (about a single 9-1-1 call)
9-1-1 callbacks by PSAP	Custom reports as needed
All operator logouts	
9-1-1 calls uninitialized wireless calls	

GUARDIAN MOBILE

For situations where you need mobility, Guardian Mobile enables full-featured 9-1-1 call management from any location with a high-speed internet connection. With Guardian Mobile, you can establish critical 9-1-1 services on the move using a ruggedized laptop, and continue to manage emergency calls.

Guardian mobile is built on the same software as the Guardian 9-1-1 Call Handling solution, so users can expect an identical display interface with all of the same innovative features and functionality they are used to at their desktops.

GUARDIAN MAP

Guardian Map offers complete 3D geolocation and mapping capabilities as part of the most flexible multimedia emergency call management solution for PSAPs. This advanced 3D geolocation and mapping application is engineered to capture and display critical call location information and enable call takers to answer and manage calls directly from the Guardian Map interface.

GUARDIAN MAP CONT'D

Manage calls with map-based control

To optimize the use of geolocation data, Guardian Map uses advanced mapping capabilities and an icon-based user interface that provides complete control of every aspect of a call. The interface allows call takers to view the location and status of all 9-1-1 calls at a glance. Call takers can also answer and transfer calls, hold and release calls, and conference in other call takers as needed using the interface. Icons on the map indicate call status and identify 9-1-1 calls as:

- Ringing
- Answered
- Muted
- On hold
- Privacy
- Abandoned

This advanced mapping application differentiates between ringing calls, answered calls, and abandoned calls. Ringing 9-1-1 calls have a different icon than calls that have been answered or released. In addition, calls answered by each call taker are represented by a unique icon, so active calls by one call taker look different than those answered by other call takers. This allows call takers to quickly identify the status of all calls and focus on actively ringing calls.

For maximum flexibility, call takers can quickly interact with mapped calls using touch map navigation, as well as mouse and keyboard controls.

MONTHLY CALL HANDLING SUBSCRIPTION FEES

Managed NG9-1-1 Call Handling service fees are based on a combination of the number of individual sites and the number of individual seats deployed by the PSAP. Reduced pricing is available for 'inactive' seats not typically used in daily operation.

Preliminary Call Handling Subscription Fees

PSAP Site License	Active site / Location	Inactive / Backup site*
Individual PSAP Site License (per site per month)	\$1,200	\$1,000

*Note: Must subscribe to at least one other active site location to be eligible for backup site pricing.

PSAP Workstation License	Active seat / Workstation	Inactive / Backup seat
Individual PSAP Seat License (per seat per month)	\$1,600	\$800

Optional Add-on Feature Subscription Fees

Guardian Mobile Add-on Seat License	Active seat / Workstation	Inactive / Backup seat
Individual PSAP Seat License (per seat per month)	\$375	\$375

MONTHLY CALL HANDLING SUBSCRIPTION FEES CONT'D

Mapping Service Add-on Site License	Active site / Location	Inactive / Backup site
Individual PSAP Site License (per site per month)	\$500	\$500

Mapping Service Add-on Seat License	Active seat / Workstation	Inactive / Backup seat
Individual PSAP Seat License (per seat per month)	\$200	\$100

MONTHLY LANSPAN IP FEES

To operate, each location will need a connection to the SaskTel Core 9-1-1 Call Handling Network. The prices listed are monthly rates for the recommended speeds of either 50 Mbps or 100 Mbps. Band A rate is for Regina and Saskatoon; Band B rate is for Prince Albert, Moose Jaw, Weyburn and Estevan.

Please note that these rates are for single connection. Our recommendation is for diverse connections, which will result in a doubling of the monthly rate per location. Also, please note that these rates do not include construction costs for a diverse connection, which may be substantial.

Band A	3-Year Contract	5-Year Contract
50 Mbps	\$990/mo.	\$930/mo.
100 Mbps	\$1,105/mo.	\$1,020/mo.

Additional Service Connection Charge - \$3,500

Band B	3-Year Contract	5-Year Contract
50 Mbps	\$1,130/mo.	\$1,000/mo.
100 Mbps	\$1,250/mo.	\$1,115/mo.

Additional Service Connection Charge - \$3,500