

Equature and PFN to Deliver Free On-Demand Training for Michigan's Next Generation 911 Call Center Staff

Michigan-focused courses powered by Equature give call center staff the opportunity to learn on their own schedule



SOUTHFIELD, MI, UNITED STATES,

October 20, 2026 /EINPresswire.com/ -- Next Generation 911 call center staff across Michigan now have access to virtual on-demand training thanks to a partnership between [Equature](#) and [Peninsula Fiber Network](#) (PFN).

PFN is the provider of Next Generation 911 services in all of Michigan's 83 counties, ensuring reliable, high-performance connectivity for public safety agencies. NG911 modernizes emergency communications by supporting text and other data alongside voice calls. As those capabilities develop, training helps communications personnel understand the technology and the networks supporting their work.

"Michigan's 911 professionals play an essential role in connecting people with help when they need it most," said Cory Heigel, CEO of Peninsula Fiber Network. "As emergency communications technology continues to evolve, it's important that emergency staffs have access to the training and resources they need to do their jobs effectively. Through this partnership with Equature, we're making Michigan-specific NG911 education more accessible and giving our customers a convenient way to build their knowledge and stay informed."

The new partnership makes PFN's Michigan-focused courses readily available in one location, powered by Equature, while keeping the training free for PFN customers. The courses focus on NG911 and the telephone providers serving Michigan. The on-demand format lets the people working in the state's emergency communications centers learn on their own schedules.

"NG911 is changing how Michigan answers the call. Partnering with PFN puts that knowledge directly in the hands of the people answering it," said Cherie Bartram, ENP, Education Program Director at Equature.

The partnership combines PFN's NG911 expertise with Equature's experience in public safety

education, making Michigan-specific instruction easier for PFN customers to access and revisit.

About Equature

Equature provides public safety communications recording, quality assurance and training tools. Its learning offerings support the professional development of telecommunicators and supervisors. Learn more at equature.com.

About Peninsula Fiber Network

Based in Marquette, Michigan, Peninsula Fiber Network (PFN) provides telecommunications, transport and broadband services for governments, businesses and other telecommunications companies. PFN partners with the public safety community to provide Next Generation 911 services (NG911) in Michigan and Wisconsin. Its secure, redundant fiber optic network extends throughout Michigan, northern Wisconsin and into Canada. In conjunction with its INDATEL Network Consortium partners, PFN provides network access points across much of the United States. More information is available at pfnllc.net.

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