

City of Austin Council Committee for Emerging Technology and Telecommunications

Text to 9-1-1 Overview

April 23, 2014



Text to 9-1-1



- Voluntary agreement
 - AT&T Mobility, Verizon, T-Mobile, Sprint
 - National Emergency Number Association (NENA)
 - Association of Public Safety Communications Officials International (APCO)
- Several tests underway

Text to 9-1-1

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- **Service Available by May 15, 2014**
 - 9-1-1 Entity must request the service
 - PSAP must opt in
 - PSAP pays for incremental costs for delivery of messages
- **Bounce back message is provided to subscribers where text to 9-1-1 is not available.**

Text to 9-1-1



- Limited to the capabilities of the existing Short Message Service (SMS) texting on the home network of each provider.
- Implementation is unique to the capabilities of each provider.
- “Best-efforts” service: No guarantee a text message will be sent, delivered or received in a timely manner, if at all.

Text to 9-1-1



- **FCC January Action**

- **Policy Statement**

The Federal Communications Commission believes that every CMRS carrier and every provider that enables a consumer to send text messages using numbers from the North American Numbering Plan should support text-to-911 capabilities.

- **Second Further Notice of Proposed Rulemaking**

Seeks comment on certain aspects of the technical provision of text-to-911 by text providers, with particular emphasis on interconnected text providers.

Provider Implementation by December 31, 2014.

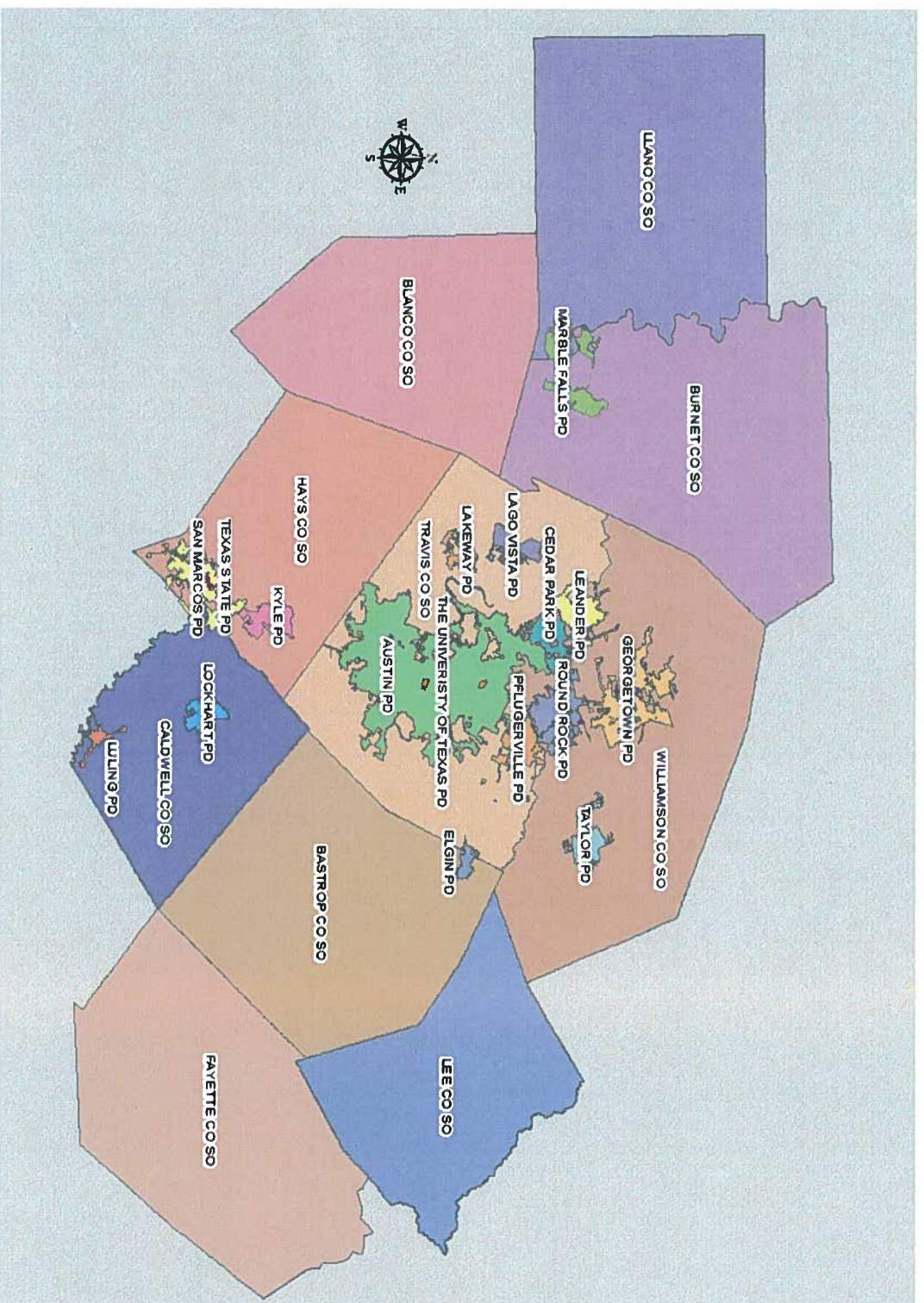
Text to 9-1-1

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- Process to receive SMS text delivery
 - 9-1-1 Entity must request the service from each provider
 - Identify delivery method or aggregation vendor
 - Six months to deploy
 - PSAP decision as to when they will accept texts
- Region wide impact

Public Safety Answering Points

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Text to 9-1-1



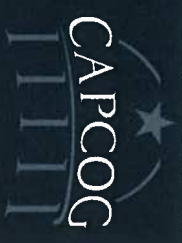
- Carriers select their Text Control Center (TCC) provider
- 9-1-1 Entities
 - Connect with each TCC serving their area
 - Connect via an aggregator
- TCS, Agent 5-1-1, Intrado

Text to 9-1-1



- **Delivery of text to the PSAP**
(Texts originate outside the 9-1-1 system.)
 1. Analog conversion using existing 9-1-1 TTY/TTD capabilities.
 2. Web based service
 - a) Designated computer or group of computers.
 - b) Via a direct IP connection, if available.
- **Future - Next Generation 9-1-1**
 - IP based and integrated with 9-1-1 services.

Thank You



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