

Interim Text to 9-1-1 ~ Voluntary Commitment

Voluntary commitment to offer Interim Text to 9-1-1 services:

- ❖ The 4 large wireless carriers signed a voluntary commitment letter on December 6, 2012 to offer text-based emergency communication services nationwide by May 15, 2014.
- ❖ The service will be in accordance with the Alliance for Telecommunications Industry Solutions (ATIS) industry standard solution: ATIS/TIA J-STD-110 entitled “JOINT ATIS/TIA NATIVE SMS TO 9-1-1 REQUIREMENTS AND ARCHITECTURE SPECIFICATION”.
- ❖ The carriers are committed to provide an interim “best-efforts service” to meet the near term objective of providing text-based emergency communications as the Next Generation 9-1-1 network is developed and deployed.
- ❖ The wireless carriers have provided quarterly status reports of their progress on this initiative in July 2013, October 2013, and January 2014. The next/last report will be due in April.

Interim Text to 9-1-1 ~ FCC Actions

- ❖ The FCC adopted a Policy Statement and Further Notice of Proposed Rulemaking (“FNPRM”) regarding Text to 9-1-1 on January 30, 2014.
- ❖ Comments are due on 4/4/14, with reply comments due on 5/5/14.
- ❖ The proposal seeks comments on:
 - ❖ the timeline for Over –the-Top text applications (OTT) and the other wireless carriers to provide the service (EOY 2014).
 - ❖ what can be done to promote PSAP participation in the service
 - ❖ requiring Phase II-like location information
 - ❖ the technical challenges when roaming
 - ❖ liability protection



Interim Text to 9-1-1 ~ 3 Methods

Interim Text to 9-1-1 service will be delivered via one of the following ways:

- ❖ Web Services Method ~ The PSAP will receive SMS message via an Internet portal, which requires a computer(s) with Internet access.
- ❖ TTY Method ~ The PSAP will receive SMS messages (converted to ASCII) via existing 9-1-1 facilities.
- ❖ NENA i3 / ESInets / MSRP Method ~ The PSAP will receive SMS messages via Message Session Relay Protocol to an Emergency Services IP Network.

Once the PSAP has decided on a SMS delivery method, and has procured any necessary equipment to receive SMS data, they should send a Text to 9-1-1 request letter to the wireless carrier(s), which will work with their Text Control Center Provider to implement the service.

Interim Text to 9-1-1 ~ PSAP Requirements

PSAP Requirements for the Web Services Method:

- Public Internet Access
- Bandwidth: At least 1.5 Mb/s / Business class
- Provide public IP addresses (Static IP's for access to TCC's 9-1-1 sites)
- Web browser capability (Internet Explorer 8, Chrome or Firefox)
 - *If a firewall in place, PSAP must allow access to TCC IP addresses*
- Verify/Provide GIS boundary for PSAP
- Sign End User License Agreement & Create user logins

PSAP Requirements for the TTY Method:

- Existing Selective Router and ALL connectivity
- Customer Premise Equipment with TTY capability
- Public Internet Access for service management
- Provide public IP addresses (Static IP's for access to TCC Admin site)
 - Web browser capability (Internet Explorer 8, Chrome or Firefox)
 - *If a firewall is in place, PSAP must allow access to TCC IP addresses and websites*
- Verify/Provide GIS boundary for PSAP
- Augment trunking from Selective Router?

PSAP Requirements for the NENA i3 / ESInets / SIP MSRP Method:

- PSAP IP connectivity / Direct IP to PSAP CPE or connected to an ESInet
- Provide PSAP/ESInet Provider boundaries & IP addresses
- IP capable CPE
- Verify/Provide GIS boundary for PSAP

Interim Text to 9-1-1 ~ Web Browser & TTY Tasks

Web Browser Task Description	TTY Task Description
<p>Initial Service Request</p>	<p>Initial Service Request</p>
<p>Request Letter to Carrier, PSAP Questionnaire</p>	<p>Request Letter to Carrier, PSAP Questionnaire</p>
<p>Project Kick-Off</p>	<p>Project Kick-Off</p>
<p>PSAP Boundaries, IP Address, End User License</p>	<p>PSAP Boundaries, IP Address, ESGW-SR Connectivity, ALI & ESN Information, End User License</p>
<p>TCC Network Configuration</p>	<p>TCC Network Configuration</p>
<p>Internet Connectivity, Provision PSAP with TCC, Verify/Update Boundaries in TCC GIS System, Open Firewall at TCC and PSAP, Set Alternate Routing Policy</p>	<p>ALI Database & SR Connectivity, Obtain ESRKs, Provision PSAP with TCC, Verify/Update Boundaries in TCC GIS System, Load ESRKs in TCC/SR/ALI, Open Firewall, Alternate Routing</p>
<p>Training</p>	<p>Training</p>
<p>Web Browser Admin/Call Taker Training</p>	<p>Create TTY Admin User, Admin/Call Taker Training</p>
<p>Field Testing & Deployment</p>	<p>Field Testing & Deployment</p>
<p>Network Cutover, Complete SMS to 9-1-1 Test Cases, PSAP Signoff, Public Education</p>	<p>Network Cutover, Complete SMS to 9-1-1 Test Cases, PSAP Signoff, Public Education</p>

Interim Text to 9-1-1 ~ NENA i3 ESInet Tasks

i3 ESInet Task Description

Initial Service Request

Request Letter to Carrier, PSAP Questionnaire

Project Kick-Off

Obtain PSAP/ESInet Provider Boundaries, Obtain IP Address, Design Peering Connectivity between TCC and ESInet Provider, Design Circuit Order Between TCC and ESInet Provider, Order Circuits
End User License

TCC Network Configuration

Configure VPN for Pre-Production Testing (Between TCC and ESInet Provider), Validate Message Session Relay Protocol (MSRP) in Pre-Production Environment, Install Circuits, Configure and Test Circuits, Validate MSRP in Production Environment

Training

Admin Training / Call Taker Training

Field Testing & Deployment

Network Cutover, Complete SMS to 9-1-1 Test Cases, PSAP Signoff, Public Education

Interim Text to 9-1-1 ~ Consumer Education

Short Message Service (SMS) within the wireless network was designed as a “store-and-forward” mechanism of communication and therefore, was not designed to be used for time-sensitive communications:

- ❖ SMS to 9-1-1 presents technological limitations, including the lack of Automatic Location Information of the handset.
- ❖ Currently subscribers will receive a “bounce back” message to inform them when Text to 9-1-1 service is not available. **Please make a voice call to 911. There is no text service to 911 available at this time in this area. This is a free message.**
- ❖ Will not work on NSI phones (Non-Service Initialized Handsets).
- ❖ Will only work on the “native” network, not while roaming.
- ❖ This is an "interim" solution for texting to 9-1-1, for SMS. If a caller attempts to attach a file, photo or video to the text, or to send it to multiple people including 9-1-1, the network will view this as MMS (Multimedia Message Service), so the text will not be delivered to 9-1-1.
- ❖ FCC website: “What You Need to Know About Text to 9-1-1”
<http://www.fcc.gov/text-to-911>

Interim Text to 9-1-1 ~ Request Letter Template

To the Wireless Carrier:

The ___ *[Requesting Entity]* ___ hereby formally requests and authorizes *[Wireless Carrier Name]* provide SMS to 9-1-1 based on other emergency communications service as defined in 47 USC 615.b. (9)(B). The Public Safety Answering Point(s) to be deployed is/are:

Please begin deployment activities upon receipt of this letter. We/I confirm the PSAP(s) listed above is/are technically ready to receive SMS to 9-1-1 service at this time. Your point of contact for this project will be:

Mr./Ms. _____

Title: _____

Street Address: _____

Email: _____

Phone: _____

