Commonwealth of Virginia
SMS Text-to-9-1-1 Implementation Guide for Virginia's PSAPs

Created at the direction of the Text-to-9-1-1 Subcommittee, goal of this guide is to be a resource for PSAPs that are interested in implementing SMS text-to-9-1-1 at their locality. This document compiles various materials from organizations such as the FCC, NENA, and APCO that have information on text-to-9-1-1 implementation.

Developed by the

E9-1-1 Services Board

March 2015

SMS Text-to-9-1-1 Implementation Guide for Virginia's PSAPs
March 2015

Purpose

As directed by the Text-to-9-1-1 Subcommittee, the SMS (Short Message Service) Text-to-9-1-1 Implementation Guide and the SMS Text-to-9-1-1 Planning Kit have been developed for PSAPs in Virginia that are interested in implementing SMS text-to-9-1-1. This guide contains a concise compilation of information from various organizations such as the FCC, NENA, and APCO with a planning kit of templates and resources that PSAPs may use in the implementation process. For further reading, the kit includes informational documents such as NENA's FAQs and VITA's text-to-9-1-1 whitepaper. Also, the Additional Resources section at the end contains hyperlinks to comprehensive materials pertaining to SMS text-to-9-1-1 implementation.

This guide briefly describes the three methods of implementing SMS text-to-9-1-1: 1) web browser with Internet access, 2) direct IP, and 3) TDD/TTY. The focus is on the web browser with Internet solution, since it is the recommended method for the State of Virginia.

Background

On August 8, 2014, the Federal Communications Commission (FCC) adopted the **Second Report and Order and Third Further Notice of Proposed Rulemaking** (FCC 14-118) that requires text messaging providers to enable people in the United States to text 9-1-1 in an emergency. As a result of this ruling, when a PSAP requests text-to-9-1-1, the Commercial Mobile Service Providers (CMSPs) have six months to deploy text-to-9-1-1 at the PSAP. This ruling requires all wireless carriers and certain IP-based text application providers to be prepared to support text-to-9-1-1 by December 31, 2014.

The four major CMSPs (AT&T, Sprint, T-Mobile, and Verizon) as well as others are able to provide SMS text messaging to support text-to-9-1-1; however, in order to deploy text-to-9-1-1, the PSAP needs to contact each of the carriers. They should also work with their IT staff to ensure that their hardware and software can receive and send 9-1-1 text messages.

Organizations such as NENA, APCO, and the FCC have provided various documents, guides, and reference materials pertaining to text-to-9-1-1 deployment which are compiled in this guide. The **SMS Text-to-9-1-1 Planning Kit** brings together many of these resources to help PSAPs plan for and implement text-to-9-1-1. In addition to templates and a checklist, this kit provides a step-by-step overview of what needs to be done as well as informational documents for further reading.

Direct references to the planning kit items are mentioned as PK1 (planning kit item number 1), PK2, etc. in this document.

SMS Text-to-9-1-1 Planning Kit Contents

PK1. **SMS Text-to-9-1-1 Implementation Planning Checklist for web-based solution**: From NENA's *Interim SMS Text-to-9-1-1 Information and Planning Guide.*

PK2. **Request for Service Letter:** TEMPLATE letter for the PSAP to send to each CMSP. Source: NENA

PK3. **Commercial Mobile Service Provider (CMSP) Contact List**: Contact information of the four major wireless carriers—AT&T, Sprint, T-Mobile, and Verizon. Source: NENA

PK4. **SMS Text-to-9-1-1 Questionnaire**: PSAP completes and sends to each CMSP. Source: NENA

PK5. **Information to be supplied by Public Safety and Guidelines for PSAPs or 9-1-1 Authorities:** Source: APCO

PK6. **Text-to-9-1-1 Readiness and Certification Form**: Instructions and form to be sent to the FCC as soon as text-to-9-1-1 is deployed at the locality. Source: FCC

PK7. **SMS Text-to-9-1-1 Status Change Notification E-mail**: Instructions along with TEMPLATE message that PSAP copies/pastes in an e-mail to the FCC.

PK8. **NENA's FAQ's for Interim Text-to-9-1-1 Solution** (Informational)

PK9. **APCO's Interim SMS Text-to-9-1-1 Information and Planning Guide** (Informational)

PK10. **Virginia Text-to-9-1-1 Whitepaper** (Informational)

Using the Guide and Planning Kit

The SMS Text-to-9-1-1 Guide and the SMS Text-to-9-1-1 Planning Kit have been developed for PSAPs planning to deploy **SMS text-to-9-1-1**, also known as **interim text-to-9-1-1**. This technology only supports text messages via carrier native SMS. It is an interim solution, because SMS text-to-9-1-1 does not support multimedia, such as photos, videos, and multiple recipients, which are sent as Multimedia Messaging Service (MMS) messages.

The goal of this guide and planning kit is to help PSAPs in their planning and deployment of text-to-9-1-1. Throughout the implementation process, the PSAP coordinates with the CMSP and TCC as well as with IT personnel at the PSAP. When there are questions or concerns at any stage of the process, it is important to express them to the CMSP, TCC and/or IT personnel.

Public education is an integral part of the implementation process. As more citizens embrace texting in their everyday lives, texting 9-1-1 in reaching the PSAP in an emergency has become a reality. Virginia's deaf and hard of hearing community have been proactive in asking PSAPs in Virginia to provide this service. Also, domestic violence organizations and police authorities have mentioned text-to-9-1-1 as a crucial means to contact the PSAP for individuals involved in a domestic violence or home invasion event. The public should know that texting 9-1-1 should be used as a last resort in contacting the PSAP. The links in the Additional Resources section provide information on community outreach as well as additional resources on SMS text-to-9-1-1.

Interim SMS Text-to-9-1-1 Information and Planning Guide Checklist

NENA has provided an informative step-by-step guide in a checklist format that identifies the tasks and responsibilities for the introduction of SMS text-to-9-1-1. The guide provides direction in deploying text-to-9-1-1 at the PSAP using the following methods: web browser based with Internet access, direct IP, and TDD/TTY solutions. The three SMS text-to-9-1-1 methods are described below. The Alliance for Telecommunications Industry Solution (ATIS) is the original source in this guide's creation.

Web browser based with Internet access - This solution requires that a PSAP have a dedicated computer with Internet access. The telephone number associated with the device used for texting and the x/y coordinates of the cell sector centroid associated with the texting device are displayed on 9-1-1 equipment in the PSAP. Also, the web browser solution enables full duplex conversations. This will allow a PSAP call taker and a 9-1-1 caller to be texting simultaneously without fear of cutting off the other person's text.

The Text-to-9-1-1 Subcommittee recommends that a text aggregator be included in the web browser solution. This solution would aggregate all text-to-9-1-1 traffic from multiple wireless carriers and TCC vendors, allowing PSAPs to interact with a single service provider for text-to-9-1-1. It would also expand the capabilities of the basic web browser solution by including efficient two-way texting conversations and transferability among participating PSAPs. The current ATIS standard for texting does not include requirements for transferring, so the enhanced capabilities offered by the text aggregator provide significant functional capabilities to PSAPs that transfer calls on a frequent basis.

However, aggregator solutions come with one-time and recurring costs. The Subcommittee is recommending that the PSAP Grant Program be the potential funding source for these costs.

Nationwide, the web browser solution is the most widely used deployment method. Platform providers are focusing resources on this delivery method because it is the solution most requested by PSAPs. When the web browser solution was first deployed, the text message was not incorporated into PSAP first response systems, such as a computer aided dispatch system; however, interfaces have been developed and are now more readily available. Also, TCC providers are working to develop a unified interface for the delivery of web browser Text to 9-1-1 traffic to avoid having a separate interface page for each deployed carrier.

Direct IP - Direct IP delivery of Text-to-9-1-1 messages requires an IP based PSAP with IP connectivity to an Emergency Services IP Network (ESInet). This method most resembles the NENA i3 NG 9-1-1 solution, but it requires that a PSAP have connection to an IP network, as well as 9-1-1 equipment capable of receiving IP messages. Currently, there are no industry adopted standards for i3 NG9-1-1 Text to 9-1-1. As a result, any Direct IP solutions deployed today would need to be reworked once a statewide ESInet is deployed in Virginia. As a result, since Virginia PSAPs do not meet the requirements for Direct IP Text to 9-1-1, this is not an available option.

Telecommunications Device for the Deaf (TDD)/Teletype (TTY) over standard PSAP trunks - This method of Text-to-9-1-1 delivery requires the least modification to the PSAP equipment. SMS calls are converted to TTY messages and relayed to the PSAP over the existing PSAP wireless 9-1-1 trunks. This process does not require any changes to the existing 9-1-1 call handling equipment or network, but it is the most limiting of the Text to 9-1-1 deployment solutions. It cannot be upgraded to a web browser or direct IP solution and simultaneous voice and text communication is not available.

Currently, the web browser solution with the use of a text aggregator is recommended for the State of Virginia until an ESInet is developed.

The checklist identifies the following key entities that need to work together for successful deployment:
- PSAP or 9-1-1 Authority
- CMSP (Commercial Mobile Service Provider): the big four are AT&T, Sprint, T-Mobile, and Verizon
- TCC (Text Control Center): Intrado and TCS are the ones currently available in the United States.

Six deployment tasks:
1. Initial Service Request
2. Project Kick-Off
3. Configure TCC Network
4. Training
5. Field Testing
6. Deployment

The checklist below from NENA's Interim SMS Text-to-9-1-1 Information and Planning Guide describes each of the tasks above for the web browser based solution. The tasks that indicate the PSAP as the owner/initiator are highlighted in yellow.

This checklist is also available for printing and reference in the planning kit (PK1). The checklists for the other two solutions (direct IP and TDD/TTY) are on NENA's web site as a Word document: http://www.nena.org/resource/resmgr/Docs/Interim_SMS_Text_Appx_F.docx

Legend for Responsibilities Columns of Deployment Tasks Table

"I" indicates involved in the deployment task.
"O" indicates the owner of the deployment task.

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√	TASK DESCRIPTION	RESPONSIBILITY		
		TCC	CMSP	PSAP
	1 - Initial Service Request			
	1.1 - PSAP requests service from each CMSP Template letter and CMSP contact list in planning kit: **PK2**, **PK3**	I	I	O
	1.4 - PSAP completes questionnaire for each CMSP Sample questionnaire: **PK4**			O
	1.2 - CMSP acknowledgement of service request		O	
	2 - Project Kick-Off			
	2.1 - Confirm details from questionnaire	I	O	
	2.2 - Obtain PSAP Admin Contact	O		I
	2.3 - Obtain PSAP boundaries	O		I
	2.4 - Obtain PSAP IP Address	O		I
	2.5 - Obtain liability letter from PSAP PSAP must verify or provide the PSAP boundary information and sign an end user license agreement. Appendix E from the National SMS Text-to-9-1-1 Service Coordination Group describes information that the PSAP needs to supply: **PK5**	I		O
	3 - Configure TCC Network			
	3.1 - Provision PSAP in Text Control Center (TCC)	O		I
	3.2 - Verify / Update PSAP Boundary in TCC GIS systems	O		I
	3.3 - Open TCC Firewall for PSAP IP Address	O		I
	3.4 - Obtain/integrate internet connectivity to call stations (if needed) It is important that the PSAP works with its IT personnel as well as the CMSP and TCC providers. IT personnel should be aware of IT-related activity throughout the implementation process and should be involved in communicating with the CMSP and TCC providers, as needed.			O
	3.5 - Upgrade browser software on stations (if needed)			O
	3.6 - Open PSAP Firewall for TCC IP Address	I		O
	3.7 - Set alternative routing policy	I		O
	4 – Training			
	4.1 - Create Web Browser Admin User	O		I
	4.2 - Web Browser Admin training	O		I
	4.3 - Create Web Browser User Logins			O
	4.4 - PSAP Call Taker Training Sample training documents: http://www.nena.org/?text_training_docs. Also refer to planning kit for additional resources: **PK8, PK9, PK10**	I		O
	5 - Field Testing			
	5.1 - Pre-production testing	O	I	I
	5.2 - Provide PSAP Readiness / Test Plan	O	I	I
	5.3 - Network cutover	O	I	I
	5.4 - Schedule and complete SMS to 9-1-1 Test Cases The PSAP must schedule time to test SMS text-to-9-1-1 to ensure that it works effectively at the PSAP. The CMSP and TCC providers are involved in this process as well.	I	I	O

√	TASK DESCRIPTION	RESPONSIBILITY		
		TCC	CMSP	PSAP
	5.5 - <mark>PSAP signs off on completed Test Cases</mark>			O
	6 – **Deployment**			
	6.1 - CMSP sends "Live" notification to PSAP	I	O	I
	6.2 - <mark>Submit Completed PSAP Text-to-9-1-1 Readiness and Certification Form to FCC and copy VITA</mark> The PSAP is required to submit a form to the FCC that acknowledges readiness to accept and send SMS text-to-9-1-1. VITA keeps track of text-to-9-1-1 deployment throughout the state, and the information will be available to the PSAPs, so please copy VITA in the submission e-mail. Form, instructions, and template e-mail: **PK6**, **PK7**			O
	6.3 - <mark>Public Announcement / Public Education</mark> Public announcement and education is an integral step in deploying SMS text-to-9-1-1. Calling 9-1-1 is the preferred method of communication. Texting 9-1-1 should only be used as a last resort.		I	O

*Source: **Interim SMS Text-to-9-1-1 Information and Planning Guide,***
http://www.nena.org/resource/resmgr/Docs/Interim_SMS_Text_Appx_F.docx

As soon as text-to-9-1-1 is available for each carrier, the PSAP must submit a completed **PSAP Text-to-9-1-1 Readiness** form to the FCC and copy Lewis Cassada at VITA (lewis.cassada@vita.virginia.gov). You may use the **Text-to-9-1-1 Status Change Notification** template to copy/paste in an e-mail with the FCC form attached. VITA keeps track of text-to-9-1-1 deployment throughout the state, and the information will be available to the PSAPs. In addition, the FCC tracks nationwide deployment in its PSAP Text-to-9-1-1 Readiness and Certification Registry: http://www.fcc.gov/encyclopedia/psap-text-911-readiness-and-certification

Additional Resources

"Interim SMS Text-to-9-1-1 Information and Planning Guide," APCO International. http://www.apcointl.org/resources/next-generation-communications-systems/text-to-9-1-1.html

"Media & Public Questions and Answers About Text-to-9-1-1," NENA. http://www.nena.org/resource/resmgr/docs/QA_on_Text_to_9-1-1_FINAL.docx

"PSAP Text-to-9-1-1 Readiness and Certification Registry," FCC. http://www.fcc.gov/encyclopedia/psap-text-911-readiness-and-certification

"Second Report and Order and Third Further Notice of Proposed Rulemaking (FCC 14-118)," FCC. https://apps.fcc.gov/edocs_public/attachmatch/FCC-14-118A1.pdf.

"Sending Text Messages to 911," National 911 Program. http://www.911.gov/911-issues/texting911.html

"SMS Text-to-9-1-1 Resources for PSAPs & 9-1-1 Authorities," NENA.
http://www.nena.org/?page=textresources

"Text-to-9-1-1 Whitepaper," VITA.
http://vita.virginia.gov/uploadedFiles/VITA_Main_Public/ISP/E-911/2015/WPFINv3.pdf

"What You Need to Know About Text-to-911," FCC. http://www.fcc.gov/text-to-911

Abbreviations Used in this Document

Abbreviation	Meaning
APCO	Association of Public-Safety Communications Officials
ATIS	Alliance for Telecommunications Industry Solution
CMSP	Commercial Mobile Service Provider
ESInet	Emergency Services IP Network
FCC	Federal Communications Commission
GIS	Geographic Information System
IP	Internet Protocol
IT	Information Technology
MMS	Multimedia Messaging Service
NENA	National Emergency Number Association
NG9-1-1	Next Generation 9-1-1
PSAP	Public Safety Answering Point
SMS	Short Message Service
TCC	Text Control Center
TDD	Telecommunication Device for the Deaf
TTY	Text Telephone (*or* Teletype)
VITA	Virginia Information Technologies Agency

Web-Based Solution Checklist – Text-to-911 Deployment ▫ "**I**"=involved; "**O**"=owner of the task
<mark>Highlighted</mark>=PSAP action required; "**PK**"=Planning Kit item available

√	TASK DESCRIPTION	RESPONSIBILITY		
		TCC	**CMSP**	**PSAP**
	1 - **Initial Service Request**			
	1.1 - <mark>PSAP requests service from each CMSP</mark> Template letter and CMSP contact list in planning kit: **PK2**, **PK3**	I	I	O
	1.4 - <mark>PSAP completes questionnaire for each CMSP</mark> Sample questionnaire: **PK4**			O
	1.2 - CMSP acknowledgement of service request		O	
	2 - **Project Kick-Off**			
	2.1 - Confirm details from questionnaire	I	O	
	2.2 - Obtain PSAP Admin Contact	O		I
	2.3 - Obtain PSAP boundaries	O		I
	2.4 - Obtain PSAP IP Address	O		I
	2.5 - <mark>Obtain liability letter from PSAP</mark> PSAP must verify or provide the PSAP boundary information and sign an end user license agreement. Appendix E from the National SMS Text-to-9-1-1 Service Coordination Group describes information that the PSAP needs to supply: **PK5**	I		O
	3 - **Configure TCC Network**			
	3.1 - Provision PSAP in Text Control Center (TCC)	O		I
	3.2 - Verify / Update PSAP Boundary in TCC GIS systems	O		I
	3.3 - Open TCC Firewall for PSAP IP Address	O		I
	3.4 - <mark>Obtain/integrate internet connectivity to call stations (if needed)</mark> It is important that the PSAP works with its IT personnel as well as the CMSP and TCC providers. IT personnel should be aware of IT-related activity throughout the implementation process and should be involved in communicating with the CMSP and TCC providers, as needed.			O
	3.5 - <mark>Upgrade browser software on stations (if needed)</mark>			O
	3.6 - <mark>Open PSAP Firewall for TCC IP Address</mark>	I		O
	3.7 - <mark>Set alternative routing policy</mark>	I		O
	4 – **Training**			
	4.1 - Create Web Browser Admin User	O		I
	4.2 - Web Browser Admin training	O		I
	4.3 - <mark>Create Web Browser User Logins</mark>			O
	4.4 - <mark>PSAP Call Taker Training</mark> Sample training documents: http://www.nena.org/?text_training_docs. Also refer to planning kit for additional resources: **PK8**, **PK9**, **PK10**.	I		O
	5 - **Field Testing**			
	5.1 - Pre-production testing	O	I	I
	5.2 - Provide PSAP Readiness / Test Plan	O	I	I
	5.3 - Network cutover	O	I	I
	5.4 - <mark>Schedule and complete SMS to 9-1-1 Test Cases</mark> The PSAP must schedule time to test SMS text-to-9-1-1 to ensure that it works effectively at the PSAP. The CMSP and TCC providers are involved in this process as well.	I	I	O

Web-Based Solution Checklist – Text-to-911 Deployment ▫ "**I**"=involved; "**O**"=owner of the task
<mark>Highlighted</mark>=PSAP action required; "PK"=Planning Kit item available

√	TASK DESCRIPTION	RESPONSIBILITY		
		TCC	CMSP	PSAP
	5.5 - <mark>PSAP signs off on completed Test Cases</mark>			O
	6 – Deployment			
	6.1 - CMSP sends "Live" notification to PSAP	I	O	I
	1.2 - <mark>Submit Completed PSAP Text-to-9-1-1 Readiness and Certification Form to FCC and copy VITA</mark> The PSAP is required to submit a form to the FCC that acknowledges readiness to accept and send SMS text-to-9-1-1. VITA keeps track of text-to-9-1-1 deployment throughout the state, and the information will be available to the PSAPs, so please copy VITA in the submission e-mail. Form, instructions, and template e-mail: **PK6**, **PK7**			O
	1.3 - <mark>Public Announcement / Public Education</mark> Public announcement and education is an integral step in deploying SMS text-to-9-1-1. Calling 9-1-1 is the preferred method of communication. Texting 9-1-1 should only be used as a last resort.		I	O

Appendix D

Request for Service letter

{9-1-1 Authority Letterhead}

Date:

[CMSP Contact Name]
[CMSP Contact Title]
[CMSP Name]
[CMSP Street Address]
[CMCP City, State & Zip]

Dear _____:

The ___[Requesting Entity]____hereby formally requests and authorizes [CMSP Name] to 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:

___[PSAP Name]   [FCC PSAP ID][1]   [PSAP Location]_____
___[PSAP Name]   [FCC PSAP ID]   [PSAP Location]_____
___[PSAP Name]   [FCC PSAP ID]   [PSAP Location]_____

Please begin deployment activities upon receipt of this letter. Your point of contact will be:

        Mr./Ms. _____

        Title:_____

        Address:_____

        Email:_____

        Phone:_____

Regards,

[9-1-1 Authority signature]

_____

[1] FCC's PSAP ID registry: http://transition.fcc.gov/pshs/services/911-services/enhanced911/psapregistry.html

NOTE: This service request letter was developed based on Annex B from J-STD-110.01, *Joint ATIS/TIA Implementation Guideline for J-STD-110, Joint ATIS/TIA Native SMS to 9-1-1 Requirements and Architecture Specification*; more information is available from the Alliance for Telecommunications Industry Solutions (ATIS)
< http://www.atis.org >.

Points of contact for SMS text-to-9-1-1

Requests for Service: AT&T Mobility
Chief E9-1-1 Compliance Officer
P.O. Box 97061
Redmond, WA 98073-9761

Info contact: Allen Muse, ENP
Public Safety Relations Manager
AT&T Mobility
Tel. (615) 661-3388
Mobile: (615) 828-3099
Email: allen.muse@att.com

Sprint contact for Requests for Service:

INTRADO
Attn: Sprint Text-to-911
C/O: Dan Neu
PO BOX 999
LONGMONT CO 80502

Or Scanned & Signed Requests are accepted at: Sprint.PCS@intrado.com

T-Mobile

Lynn Mell
Senior Manager of Regulatory Affairs
9-1-1 Regulatory Team
T-Mobile USA, Inc.
425-383-4898 (Direct)
425-246-3758 (Mobile Phone)
12920 SE 38th Street; Bellevue, WA 98006
lynn.mell@T-Mobile.com

Verizon Wireless

Peter McHale, ENP
Verizon Wireless
1120 Sanctuary Parkway, Suite 150
Alpharetta, GA 30009
peter.mchale@vzw.com
770-797-1226

Appendix C

Carrier questionnaire

<table>
<tr><td colspan="2" align="center">**SMS to 9-1-1 PSAP Readiness Questionnaire**

Please fill out & return to:

[Carrier Contact Name] _____

[Carrier Contact Address] _____</td></tr>
<tr><td>Name of PSAP</td><td></td></tr>
<tr><td>PSAP FCC ID</td><td></td></tr>
<tr><td>Contact info:</td><td></td></tr>
<tr><td>   Street</td><td></td></tr>
<tr><td>   Street</td><td></td></tr>
<tr><td>   City</td><td></td></tr>
<tr><td>   State</td><td></td></tr>
<tr><td>   ZIP</td><td></td></tr>
<tr><td>PSAP Primary Point of Contact:</td><td></td></tr>
<tr><td>   First Name</td><td></td></tr>
<tr><td>   Last Name</td><td></td></tr>
<tr><td>   Desk Phone</td><td></td></tr>
<tr><td>   Cellular Phone</td><td></td></tr>
<tr><td>   Email address</td><td></td></tr>
<tr><td>   PSAP Admin Line</td><td></td></tr>
</table>

Existing SMS to 9-1-1 service today?	Yes ☐ No ☐ If yes, please explain:
Will your PSAP be accepting SMS to 9-1-1 messages for other PSAP jurisdictions?	No ☐ If Yes, list name & FCC ID (authorization letter from these PSAPs or 9-1-1 Authorities may be required):
Are there call taker workstations that can install Microsoft® Internet Explorer® version 8, Firefox® latest version, or Chrome™ latest version?[1]	Yes ☐
	No ☐
If answered no above, can there be a special waiver to install one of the listed browsers?	Yes ☐ Preferred Browser:
	No ☐
Are there workstations with a browser already installed?	Yes ☐ No ☐ If yes, list browser and version:
Do the workstations have public internet access?	Yes ☐ No ☐
Does your PSAP have an ESInet or other IP network connectivity? **Please note:** *Support for IP networks that are not NENA i3 ESInet compliant are handled on a case-by-case basis*	Yes ☐ No ☐
If yes:	
Are the IP links redundant?	
Where are the Points of Interconnection (POIs) located?	
Who is the ESInet facility vendor?	
If no:	

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[1] Internet Explorer is a trademark of Microsoft. Firefox is a trademark of Mozilla, and Chrome is a trademark of Google.

Who is the 9-1-1 Service Provider in your county?	

Do you have a point of contact for ordering and configuring circuits?	Yes ☐ No ☐
	
	If yes,
	    Name:
	
	    Contact Number:

How long does it take to complete a circuit order?	
Is there a firewall or internet proxy in place?	Yes ☐ No ☐ If yes, firewall make & model:

Is there a firm that manages your workstations or firewall? If so please list firm and contact information.	Yes
	    Contact Name:
	
	    Contact Number:

	No (Please list primary in house IT department contact)
	    Name:
	
	    Contact Number:

Please list the number of workstations accessing the SMS to 9-1-1 service.	
How many dispatchers will be handling the service?	
Is the PSAP CPE equipped to handle TTY calls?	Yes ☐ List CPE make and model:
	No ☐ Can the CPE be upgraded?
Is the TTY workstation(s) connected via existing CAMA/SS7 trunk groups?	Yes ☐ No ☐
Is the TTY workstation(s) also connected to the ALI?	Yes ☐ No ☐

Appendix E

Information to be supplied by Public Safety, and Guidelines for PSAPs or 9-1-1 Authorities
(taken largely from ATIS material – see note below)

Beyond the information in the questionnaire (Appendix C), routing information is required:

When a PSAP or 9-1-1 Authority deploys SMS to 9-1-1, they must provide the wireless operator (and the TCC provider) with the coverage area that will be accepting SMS to 9-1-1 messages. That process can be similar to (or the same as) the method used to provide wireless Phase II information.

Background

PSAP boundaries, in the form of polygons, are provisioned in the (TCC) Routing Server (RS). Then, routing information (e.g., Route URI) is assigned to each polygon.

Although J-STD-110 [Ref 1] and the associated Supplement A [Ref 2] enable the RS to be queried with either civic or geodetic location, only a geodetic location will be used in the query from the TCC for the interim SMS to 9-1-1 solution. When the RS receives a routable location (either coarse or a more refined location) and a services urn (urn:service:sos), it correlates the location with one of the provisioned polygons and returns the Route URI associated with that polygon. That URI allows the TCC to determine the type of PSAP and to set up a dialogue with that PSAP. If inter-TCC communication is invoked, the URI allows the originating TCC to determine the terminating TCC, and the URI retrieved in the terminating TCC will determine the type of PSAP.

If the RS cannot correlate the location with a provisioned polygon, it returns an error. This allows the TCC to generate a bounce-back message indicating service not available. If inter-TCC communication has been invoked, and the Terminating TCC receives an error indication from the RS it notifies the Originating TCC, which generates a bounce-back message.

Guidelines for PSAPs or 9-1-1 Authorities

It is primarily the responsibility of PSAPs, 9-1-1 Authorities, and NENA to develop implementation guidelines that impact PSAP operations. However, the following subset of implementation guidelines related to PSAP operations is based on CMSP (carrier) and TCC provider implementation guidelines that also relate to PSAP operations. These guidelines are being provided to assist PSAPs, 9-1-1 Authorities, and NENA in their development of implementation guidelines for SMS to 9-1-1 service.

These guidelines are important to ensure the successful implementation of the SMS-to-9-1-1 service. PSAPs, 9-1-1 Authorities, and NENA should consider including these guidelines in their PSAP training material.

It is the PSAP's or 9-1-1 Authority's responsibility to work with CMSPs (or delegated TCC

service providers) in requesting an SMS to 9-1-1 interface from the TCC to the emergency services network or directly to the PSAP. J-STD-110 [Ref 1] and the associated Supplement A [Ref 2] defines the common set of interfaces that are available to the PSAP or 9-1-1 Authority.

A Public Safety Telecommunicator (PST) has direct control over a given SMS to 9-1-1 dialogue session. The emergency caller will not be able to end an emergency dialogue session. Only the PST can manually end a session. A PST's judgment as to when an SMS to 9-1-1 session should be terminated is a key factor.

If a PST does not take action to manually end an SMS to 9-1-1 session, a provision at the TCC has been made for a dialogue inactivity timer to automatically end the session. The TCC supports a single configurable dialogue inactivity timer [five (5) minutes minimum to a maximum of one (1) hour; thirty (30) minutes default] that applies to all PSAPs. APCO and NENA are expected to work directly with the TCC providers if the default setting of the single configurable dialogue inactivity timer value needs to be modified.

Upon receipt of each new message from a mobile device or from the PSAP, the TCC restarts the single configurable dialogue inactivity timer. Upon expiry of the dialogue inactivity timer, the TCC ends the dialogue.

When a dialogue inactivity timer value is updated, the updated value is only enforced for new SMS to 9-1-1 dialogues afterwards. The dialogue inactivity timer value for all ongoing SMS to 9-1-1 dialogues is not modified.

The PSAPs or 9-1-1 Authorities are responsible for communicating temporary suspension and resumption of SMS to 9-1-1 messaging to the TCC service provider. This suspension triggers a bounce-back message.

Any informational messages back to the emergency caller other than the bounce-back message needs to be set up directly by the PSAP and originated from the emergency services network or PSAP. The TCC provides bounce-back messages in situations where SMS to 9-1-1 is not possible, as required by the FCC First Report and Order [Ref 3].

PSAPs or 9-1-1 Authorities determine if text or call back procedures to the emergency caller are needed and, if so, establish and initiate set up such procedures outside of the TCC procedures that have been established for SMS to 9-1-1 messaging.

PUBLIC NOTICE

Federal Communications Commission
445 12ᵗʰ St., S.W.
Washington, D.C. 20554

DA 14-1905
Release Date: December 30, 2014

PUBLIC SAFETY AND HOMELAND SECURITY BUREAU ANNOUNCES AVAILABILITY OF PSAP TEXT-TO-911 CERTIFICATION AND READINESS FORM

PS Docket Nos. 10-255 and 11-153

By this *Public Notice,* the Public Safety and Homeland Security Bureau (Bureau) provides certification and registration instructions for Public Safety Answering Points (PSAPs) that seek to request delivery of text-to-911 service from Commercial Mobile Radio Service (CMRS) providers and other providers of interconnected text messaging services (collectively, "covered text providers").

On August 13, 2014, the Commission adopted rules to commence the implementation of text-to-911 service and established an initial deadline of December 31, 2014 for all covered text providers to be capable of supporting text-to-911 service.[1] The text-to-911 rules provide that covered text providers must begin routing 911 text messages to requesting PSAPs by June 30, 2015 or within six months of a valid PSAP request, whichever is later. To constitute a "valid PSAP request," (1) the PSAP must certify that it is technically ready to receive 911 text messages in the format requested; (2) the appropriate local or State 911 service governing authority must have authorized the PSAP to accept and, by extension, the covered text provider to provide, text-to-911 service; and (3) the requesting PSAP must notify the covered text provider that it is both technically ready to receive 911 text messages and has been authorized to accept such messages.[2]

At the Commission's direction, the Bureau will maintain a centralized database that will list those PSAPs that have registered and certified their readiness to receive texts to 911, and will list the date of each PSAP's request.[3] PSAPs that wish to register in the database should follow the instructions set forth below. PSAPs that began accepting texts prior to December 31, 2014 and that were listed on the Bureau's most recent public Text-to-911 Deployment Report[4] will be presumed to be "text-ready" and will be automatically registered in the database, unless they inform the Bureau otherwise.

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[1] Facilitating the Deployment of Text-to-911 and Other Next Generation 911 Applications, Framework for Next Generation 911 Deployment, PS Docket Nos. 11-153 and 10-255, *Second Report and Order and Third Further Notice of Proposed Rulemaking*, 29 FCC Rcd 9846 (*Second Text-to-911 Order*) (2014). *See* 47 CFR § 20.18(n).

[2] 47 CFR § 20.18(n)(10)(iii).

[3] PSAPs may also provide other written notification reasonably acceptable to a covered text messaging provider. *See Second Text to 911 Order* at 29 FCC Rcd at 9872-73 ¶ 52, 9873-74 ¶ 56.

[4] *See* FCC, Text to 911 Deployments as of November 12, 2014, *available at* http://transition.fcc.gov/pshs/911/Text_911_Deployments.pdf (last visited Dec. 30, 2014).

Instructions to 911 Authorities and PSAPs

In order to prepare the centralized database, the Bureau has established a web page that contains the PSAP Readiness and Certification Form (Form) for 911 authorities and PSAPs to provide information on each PSAP that is ready to accept texts. The Form provides entries for the PSAP to (1) indicate that it is text-ready, and (2) include its contact information and other information necessary to notify covered text providers of the PSAP's readiness. In order to submit their information, PSAPs need to:

- Visit the FCC web site at www.fcc.gov/encyclopedia/psap-text-911-readiness-and-certification.

- Download the Form.

- Fill out the Form. The Form requests the following information:

  o Date of submission;

  o Name and contact information of person submitting the form;

  o PSAP facility information, including FCC-issued PSAP ID number, long-form name of facility, physical address, and county of operation;

  o PSAP point of contact information for Text-to-911 coordination;

  o PSAP method to receive texts (*e.g.*, Text-to-TTY, Web Browser, Direct IP or other method);

  o Identification of the authorizing state or local entity; and

  o Certification that PSAP is technically ready to receive texts.

- Email the completed Form to: **T911PSAPREGISTRY@fcc.gov**.

Paperwork Reduction Act of 1995. This document does not contain new or modified information collection requirements subject to the Paperwork Reduction Act of 1995 (PRA), Public Law 104-13. Therefore it does not contain any new or modified "information burden for small business concerns with fewer than 25 employees" pursuant to the Small Business Paperwork Relief Act of 2002, Public Law 107-198. On October 27, 2014, the reporting requirements addressed by this *Public Notice* were approved as an emergency collection under **OMB Control No. 3060-1204**, as set forth in the Appendix.

For further information regarding this proceeding, contact Tim May, Policy and Licensing Division, Public Safety and Homeland Security Bureau, at (202) 418-1463 or timothy.may@fcc.gov, or David Siehl, Policy and Licensing Division, Public Safety and Homeland Security Bureau, at (202) 418-1313 or david.siehl@fcc.gov.

-FCC-

Public Safety Answering Point (PSAP) Text-to-911 Registration Form

Instructions: please enter information in each text box. Please add extra fields to the tables as necessary if submitting information for multiple PSAPs.

1. **Date of Submission**

2. **Name and Contact Information of Person Submitting Form**

Name	
Primary Contact Information	

3. <u>PSAP Facility Information</u>

In the table below, list each PSAP that is requesting delivery of emergency texts pursuant to 47 CFR 20.18(n)(10)(iii), defining a Valid Request from the requesting PSAP(s). For each PSAP listed, enter the FCC-assigned PSAP identification number, PSAP name, and PSAP physical address, including street, city, state, ZIP code, and county. Please add extra fields to the table as necessary if submitting information for multiple PSAPs.

Note: For PSAP facility information, the public registry will list only PSAP ID, PSAP name, state, ZIP code, and county level information for each registered PSAP. The PSAP physical address will not be publicly listed.

PSAP ID	PSAP name	PSAP physical address (include street, city, state)	ZIP code	County

4. <u>PSAP Point of Contact Information for Text-to-911 Coordination</u>

For each PSAP listed in response to Question 3, please provide the full name, title, and phone and email contact information of the person or entity that will serve as the PSAP's point of contact with covered text providers that must coordinate text-to-911 service delivery. This information will be made publicly available in the FCC PSAP Text-to-911 Registration Database.

PSAP ID	Name of contact	Title	Organization	Phone number	Email address

5. PSAP Method to Receive Texts

For each PSAP listed in response to Question 3, please indicate which technological method the PSAP has selected to receive texts (only one method may be selected for each PSAP). Please add extra fields to the table as necessary if submitting information for multiple PSAPs.

PSAP ID	Text-to-TTY	Web Browser	Direct IP	Other (additional information required below)

If applicable, for each PSAP for which you indicated "Other," please describe the requested method of delivery. Please add extra fields to the table as necessary if submitting information for multiple PSAPs.

PSAP ID	Other method of delivery

6. Authorizing State or Local Entity

For submission of this Form to constitute a valid PSAP request for Text-to-911 service and to provide sufficient notification that the PSAPs listed in response to Questions 3-5 are technically ready to receive 911 text messages, provide the name of the applicable 911 governing authority (*e.g.*, local or state agency or official) that has specifically authorized the named PSAPs to accept text-to-911 service.

7. Certification

Check the box:	By checking this box, the person and/or entity named in Question 2 certifies that as of the date of the submission of this form, the PSAPs listed in response to Questions 3-5 are technically ready to receive 911 emergency text messages in the format indicated in response to Question 5.

APPENDIX

FCC NOTICE REQUIRED BY THE PAPERWORK REDUCTION ACT

As required by the Paperwork Reduction Act of 1995 (44 U.S.C. § 3507), the FCC is notifying the public that it received OMB emergency approval on Oct. 27, 2014, for the collection of information, including the Readiness and Certification Form, described in this *Public Notice*. The public reporting burden for this collection of information is estimated to be 1-8 hours (average) per response, including the time for reviewing reporting instructions; searching existing data sources; gathering and maintaining the data needed; coordinating with the necessary third party entities, including state and local authorities; and completing and reviewing the collection of information. This collection of information is for the purpose of assisting the Commission in carrying out provisions of the *Text-to-911 Second Report and Order*, PS Docket Nos. 11-153 and 10-255, FCC 14-116, released Aug. 13, 2014, and published in the Federal Register on Sept. 16, 2014, at 79 FR 55367. Send comments regarding this burden estimate, or any other aspect of this collection of information, including suggestions for reducing the burden to Federal Communications Commission, AMD-PERM, Washington, DC 20554, Paperwork Reduction Project (3060-1204), or via email to PRA@fcc.gov. DO NOT SEND THE PSAP Readiness and Certification Form TO THIS ADDRESS.

Under 5 C.F.R. § 1320, the Federal Communications Commission may not conduct or sponsor a collection of information unless it displays a currently valid OMB Control Number. No person shall be subject to any penalty for failing to comply with a collection of information subject to the Paperwork Reduction Act that does not display a currently valid OMB Control Number. This emergency collection has been assigned OMB Control Number 3060-1204, and its expiration date is April 30, 2015.

THE FOREGOING NOTICE IS REQUIRED BY THE PAPERWORK REDUCTION ACT OF 1995, PUBLIC LAW 104-13, OCTOBER 1, 1995, 44 U.S.C. § 3507.

Text-to-9-1-1 Status Change Notification Instructions and TEMPLATE

The PSAP must register with the FCC that the locality is ready to provide text-to-9-1-1 services to its citizens.

Instructions

1. Use the **Text-to-9-1-1 Readiness and Certification Form** from the kit or go to http://www.fcc.gov/encyclopedia/psap-text-911-readiness-and-certification and download the form.

2. Fill out the form. The form requests the following information:

   o Date of submission;

   o Name and contact information of person submitting the form;

   o PSAP facility information, including FCC-issued PSAP ID number, long-form name of facility, physical address, and county of operation;

   o PSAP point of contact information for Text-to-911 coordination;

   o PSAP method to receive texts (*e.g.*, Text-to-TTY, Web Browser, Direct IP or other method);

   o Identification of the authorizing state or local entity; and

   o Certification that PSAP is technically ready to receive texts.

3. Email the completed form to: **T911PSAPREGISTRY@fcc.gov** and copy Lewis Cassada with VITA (lewis.cassada@vita.virginia.gov).

Please contact the FCC with any questions. Contact information is on their web site at http://www.fcc.gov/encyclopedia/psap-text-911-readiness-and-certification

E-mail Template

To: T911PSAPREGISTRY@fcc.gov, CC: lewis.cassada@vita.virginia.gov

Attachment: Text-to-9-1-1 Readiness and Certification Form

Hello,

Please find attached the completed **Text-to-9-1-1 Readiness and Certification Form from [PSAP NAME] in Virginia.**

[SENDER'S NAME and SIGNATURE BLOCK]