TXT29-1-1®
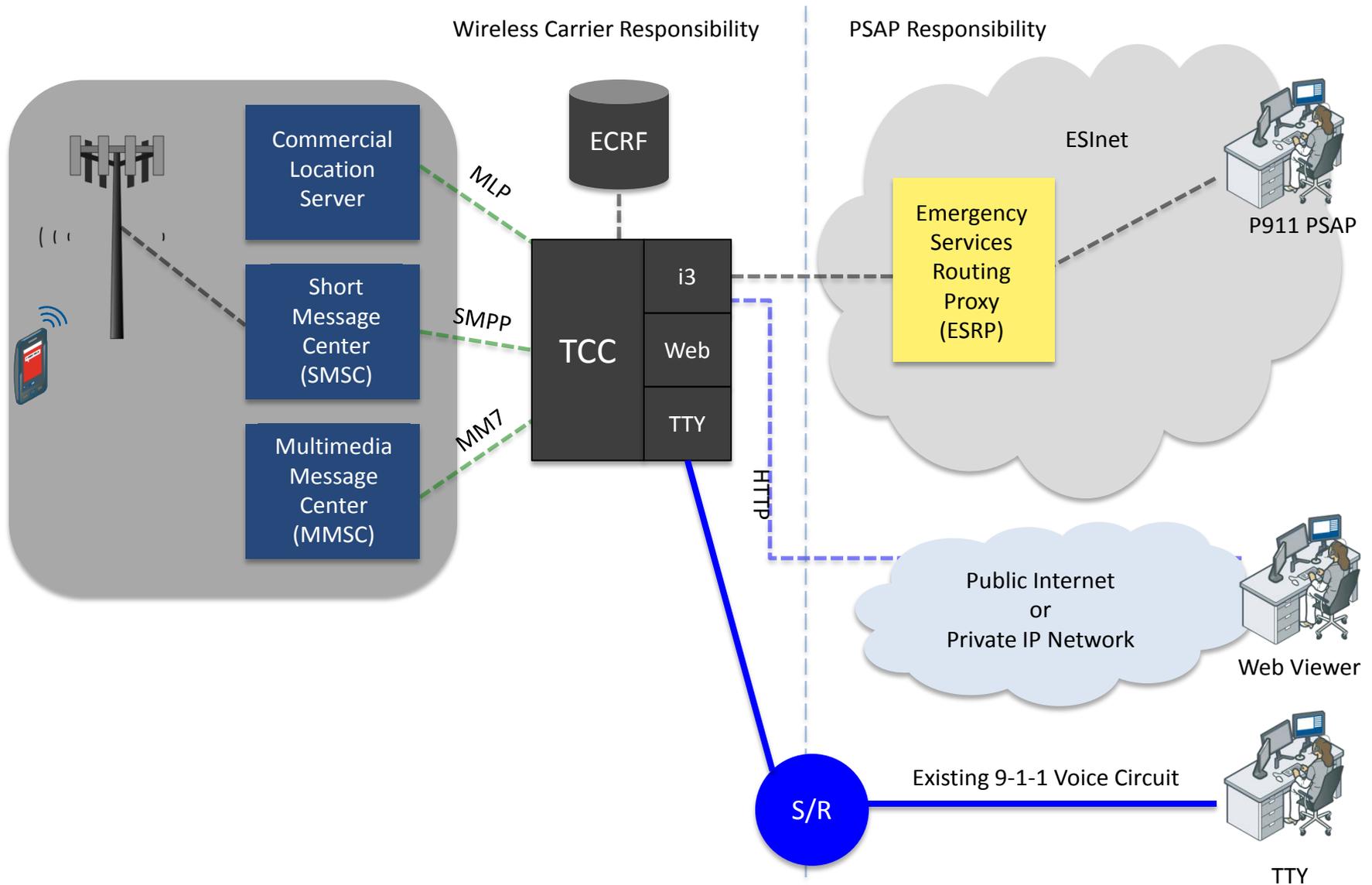
Nicole Leonard
Senior Product Manager

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REGULATORY STATUS

•AT&T, Sprint, T-Mobile and Verizon agreed to make Text-to-9-1-1 available by May 15, 2014

•AT&T, Sprint, T-Mobile and Verizon agreed to implement an automated bounce back message by June 30, 2013

•FCC Report and Order 13-64. Covered Text Providers will provide an automated bounce back message by September 30, 2013

•FCC FNPRM January 30, 2014 seeking comment on requiring OTT providers to provide TXT2911. The FNPRM also proposed that all carriers be required to implement TXT2911 no later than December 31, 2014, and should be required to provide the service not more than six months after a PSAP notifies carriers of its capability of receiving text messages.
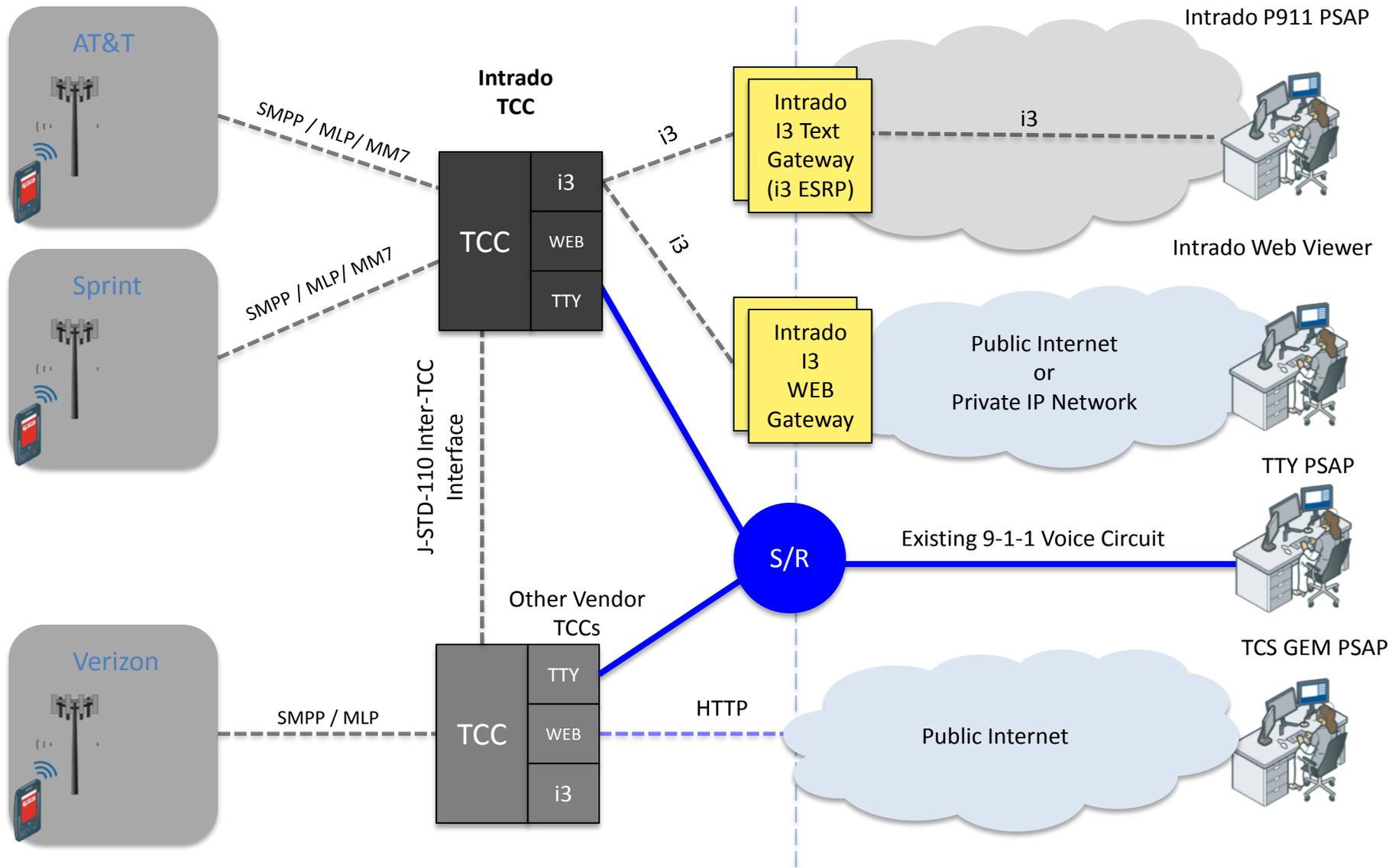
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INTRADO TXT29-1-1

- Fully J-STD-110 and NENA i3 compliant

- Fully developed and implemented J-STD-110 TCC-TCC interface for interoperability

- Been in production for over 5 years

- Developed technology that was adopted by industry

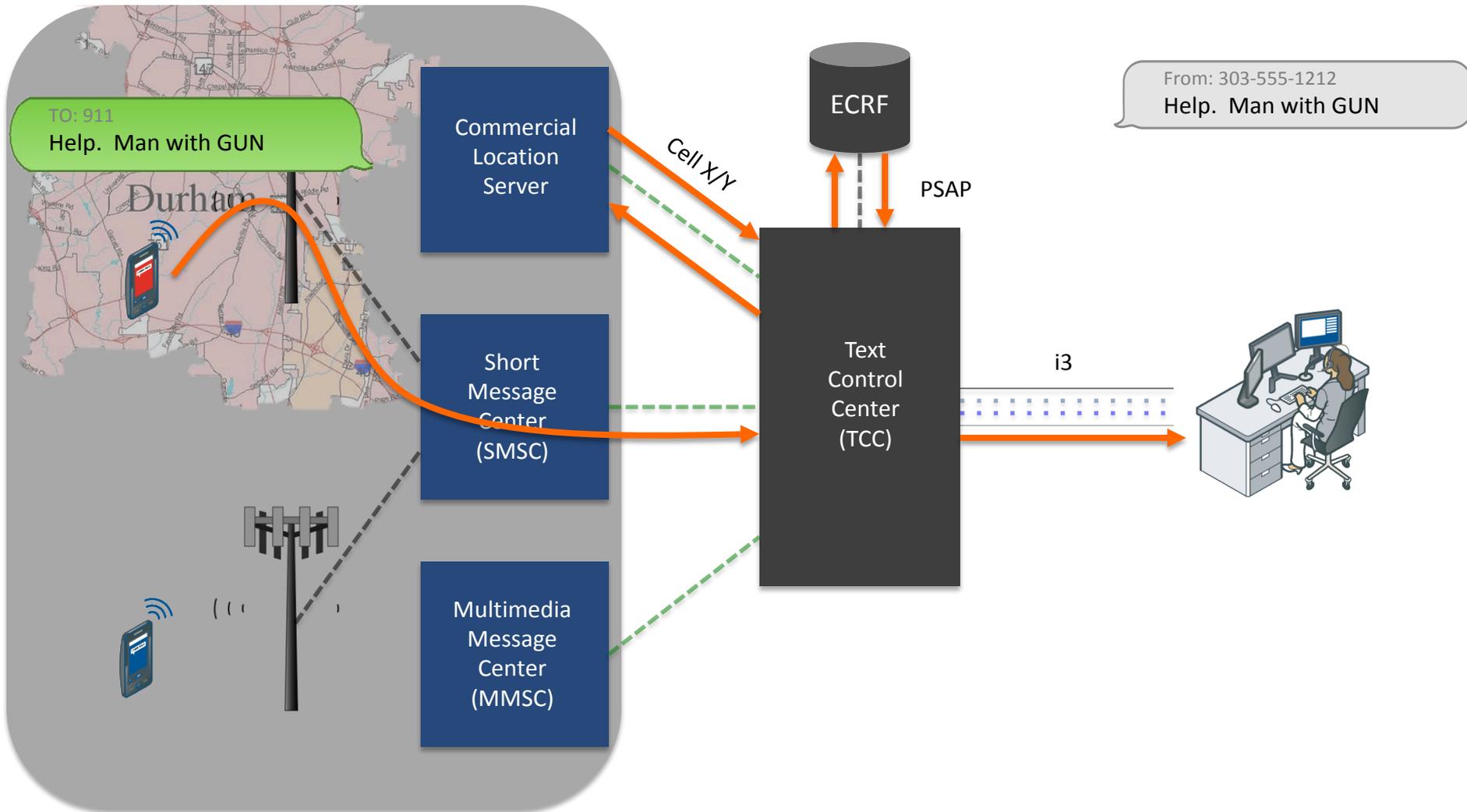- Actively working with other major CPE vendors to deliver i3 text into their systems

Intrado®

TEXT-TO- 9-1-1 RESPONSIBILITIES

Wireless Carrier Responsibility

PSAP Responsibility

ECRF

Commercial Location Server

Short Message Center (SMSC)

Multimedia Message Center (MMSC)

MLP

SMPP

MM7

TCC

i3

Web

TTY

ESInet

Emergency Services Routing Proxy (ESRP)

P911 PSAP

HTTP

Public Internet or Private IP Network

Web Viewer

S/R

Existing 9-1-1 Voice Circuit

TTY

Intrado®

INTRADO TXT29-1-1® INTEROPERABILITY

AT&T

SMPP / MLP/ MM7

Sprint

SMPP / MLP/ MM7

Verizon

SMPP / MLP

Intrado TCC

TCC

- i3
- WEB
- TTY

J-STD-110 Inter-TCC Interface

Other Vendor TCCs

TCC

- TTY
- WEB
- i3

HTTP

i3

i3

Intrado I3 Text Gateway (i3 ESRP)

Intrado I3 WEB Gateway

S/R

Existing 9-1-1 Voice Circuit

Intrado P911 PSAP

i3

Intrado Web Viewer

Public Internet or Private IP Network

TTY PSAP

TCS GEM PSAP

Public Internet

Intrado®

TO: 911
Help. Man with GUN

From: 303-555-1212
Help. Man with GUN

Commercial Location Server

Cell X/Y

ECRF

PSAP

Short Message Center (SMSC)

Multimedia Message Center (MMSC)

Text Control Center (TCC)

i3

Intrado®

TEXT ENABLED COVERAGE AREA

NO TEXT CAPABLE PSAP

NO TEXT CAPABLE PSAP

Commercial Location Server

Cell X/Y

ECRF

Short Message Center (SMSC)

Multimedia Message Center (MMSC)

Text Control Center (TCC)

i3

TO: 911
I need the police

Durham

Intrado®

From: 911

Texting to 9-1-1 is not possible from your current location. Please call 9-1-1

Commercial Location Server

ECRF

Short Message Center (SMSC)

Multimedia Message Center (MMSC)

Text Control Center (TCC)

i3
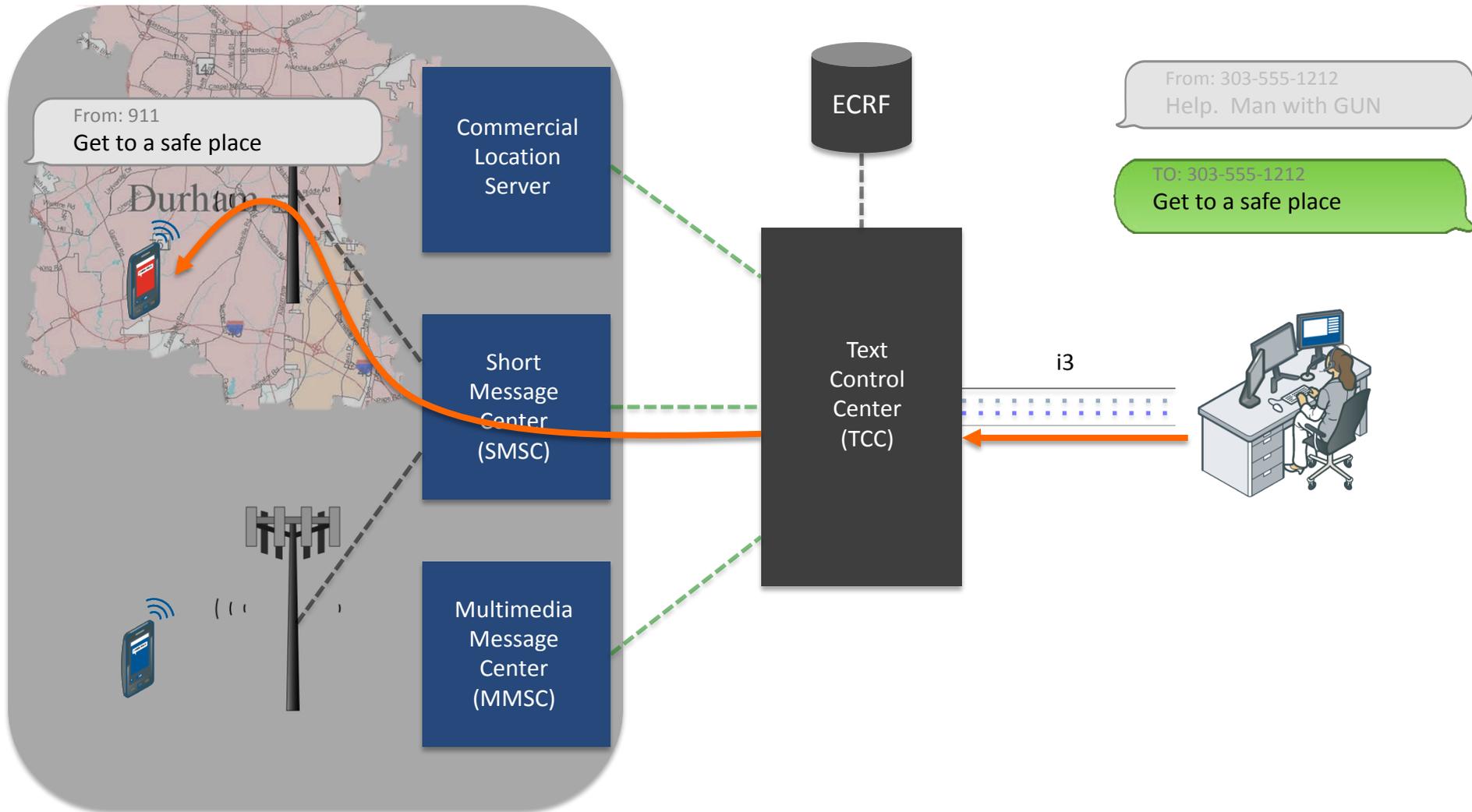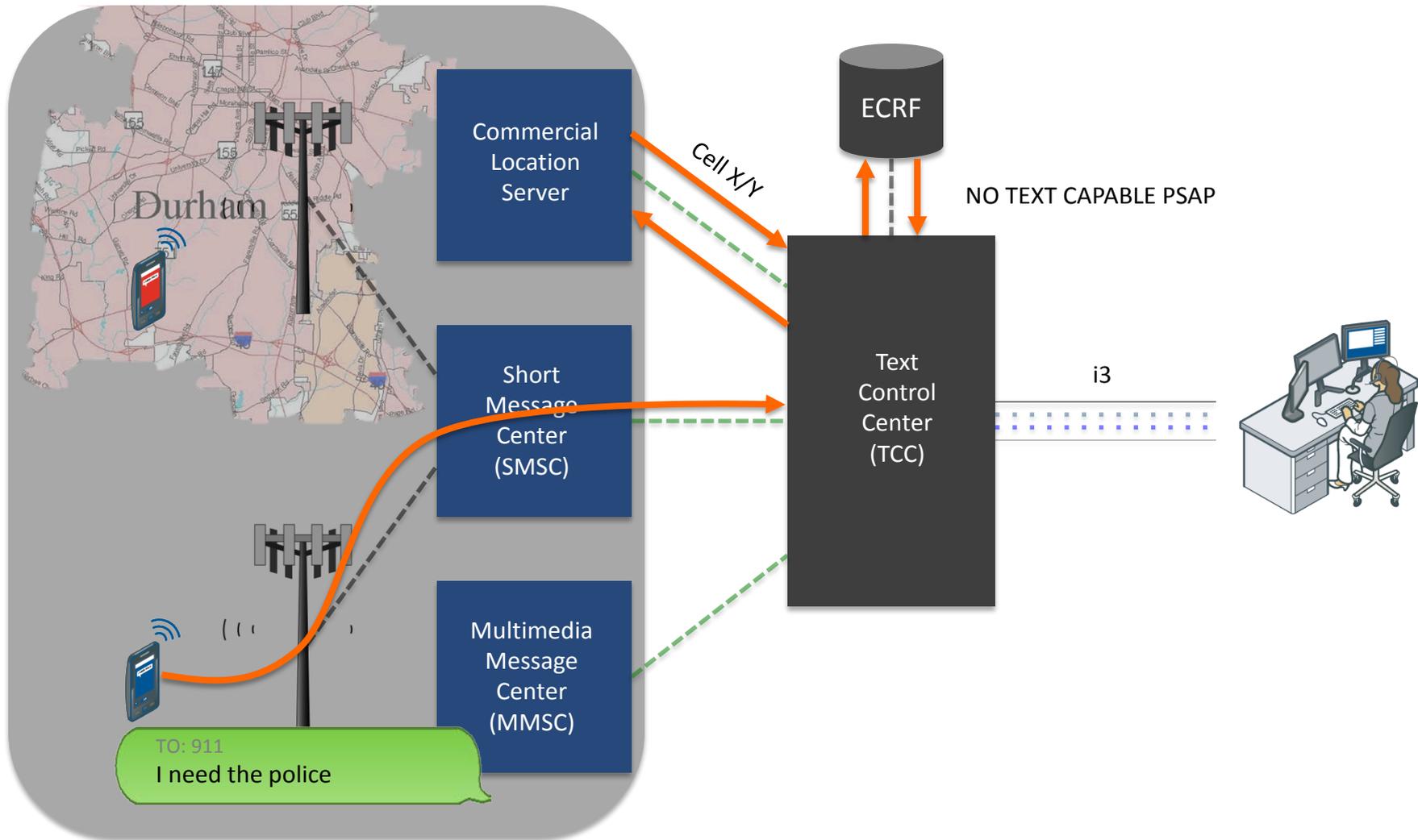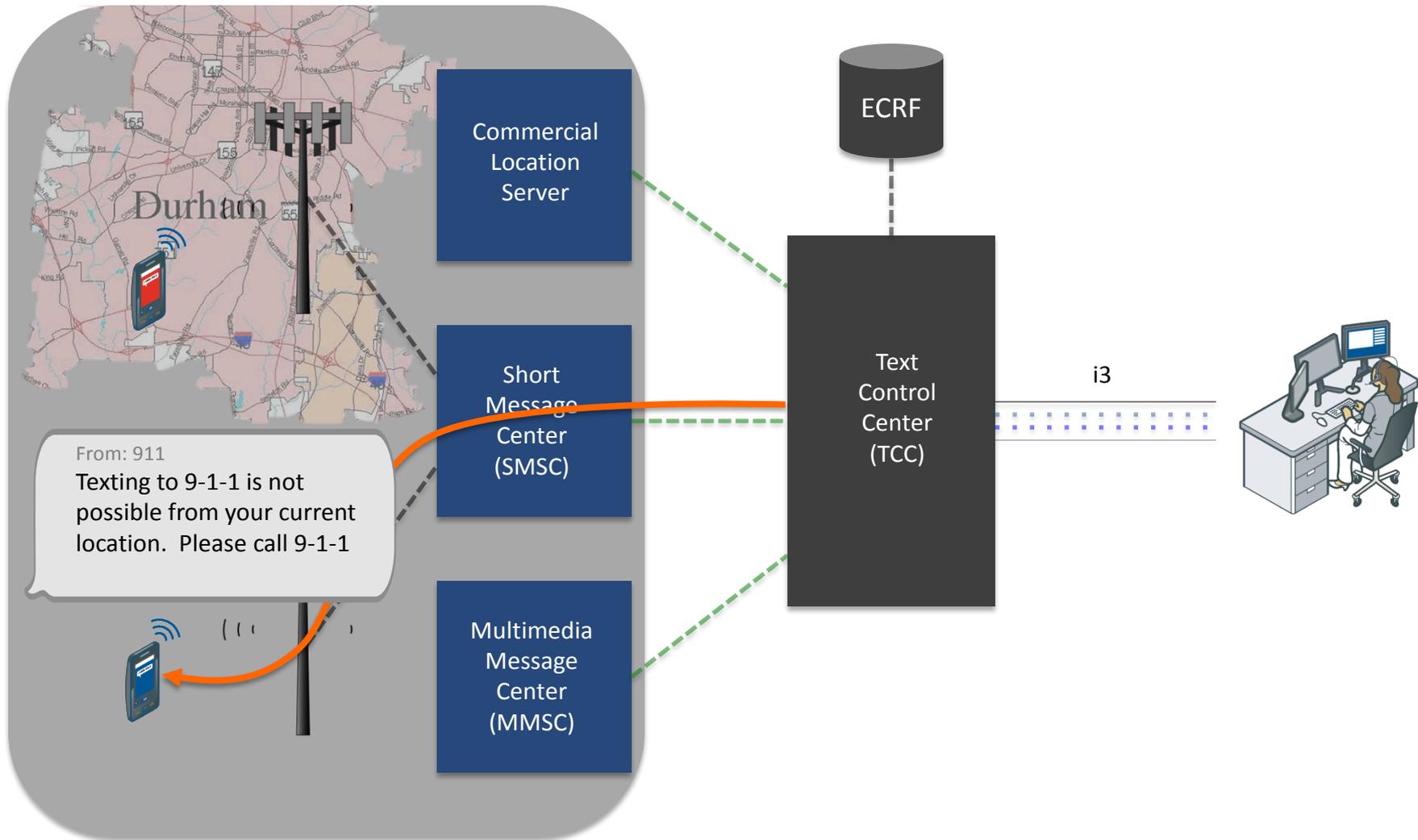
| ILI | CPI | ALI
--:-- | ALI**X** | RTX | | TTY |

TEL #
NAME

ADDRESS
CLASS
P-ANI

EXACT
MAIN #

X
Y
ESN

PROVIDER
CONF
UNCERT

AGENCIES

Val | ✓ | ✗

Redial | 308-990-1437

9-1-1	CALL WAIT	241-1711	STOP	S/U
			PLAY	STOP GRT
ADMIN	EXT	TEXT 1 – 0:26	MON EXT	

Release | CONF | ✗ | Transf | HOLD

SMS / Text Conversation ✗

I need the police. A man just broke into my house. I am in a closet

Carrier: Hawaii Cellular
Cell Address: 123 Main Street, Kauai
Cell X/Y: 22.08N 159.5W
Cell Uncertanty:1609
PSAP: Kauai Police

This is 9-1-1 What is your exact location

332 Emi road, Koloa

I am hiding in the master closet. Please hurry

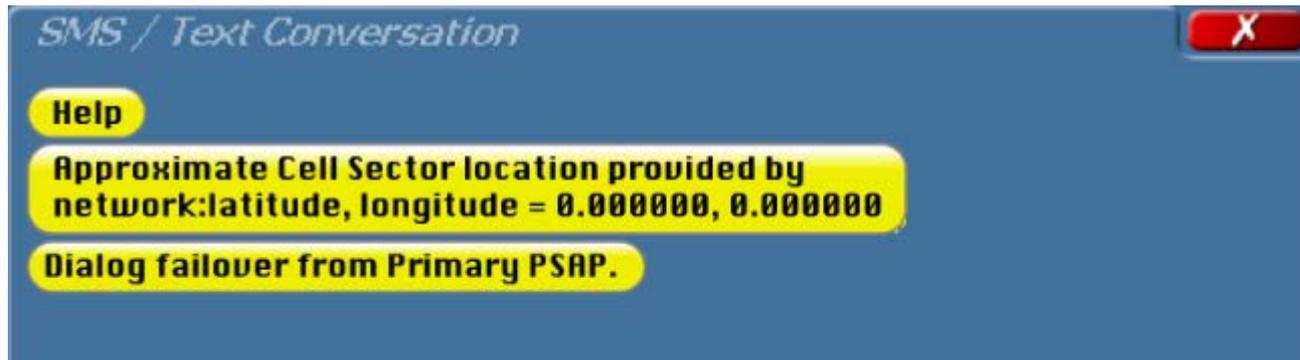The Police are on the way. Stay hidden

Send

| PSAPS | HAWAII CNTY | UTILITES | TOW | TAXI'S |
| GOVERNMENT | CONSOLES | KAUAI POLICE | POLICE DEPTS | FIRE STNS |

BACK UP/FAILOVER

• Designation of a primary and secondary PSAP

• Messages continue to try the primary

• Route to secondary after 30 seconds of no answer

• Transcript resides at answered PSAP unless text is transferred

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PRIVATE CHAT/TRANSFER

TCC now supports a variety of "in-band" commands that can be sent by the PSAP to invoke certain feature-specific actions on TCC.

- Allows 2 PSAPs to chat privately

- Conference in another PSAP

- Transfer text dialog to another PSAP

- Upon a PSAP transfer the LAST known location is forwarded, in the initial message.

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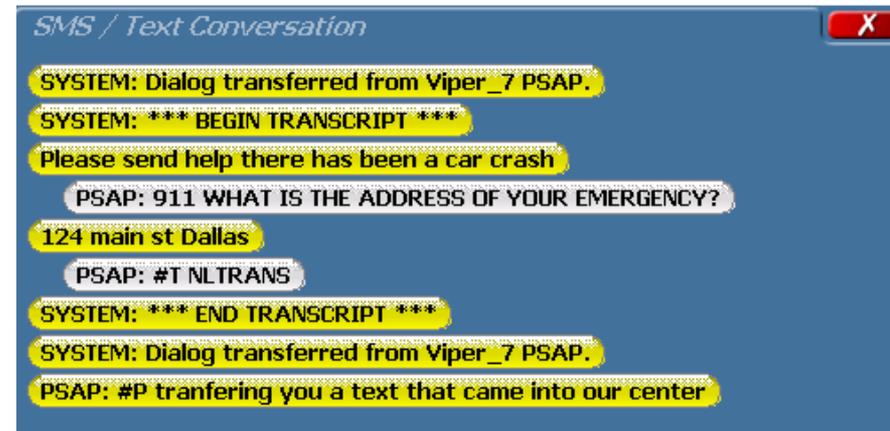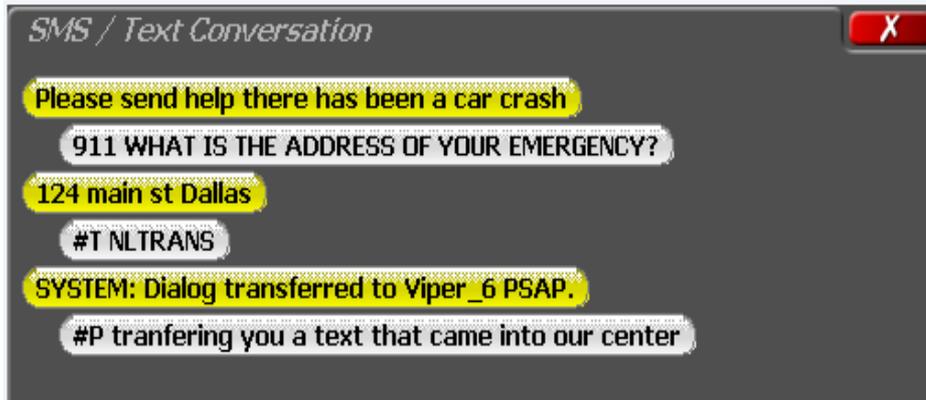
LOCATION UPDATE

Specific keywords provide the PSAP call taker the ability to request a location update for an active dialog.

- Ability to configure locate keyword strings, such as "#L", for use by the PSAP call taker.

- Upon a PSAP transfer, forward the LAST known location, in the initial message.

TCC allows the special command, called the "locate command", to be configurable on a global basis, and allows multiple command strings/keywords to be configured.

Intrado®

WHO ARE WE?

Industry-leading innovator of 9-1-1 solutions

Trusted by PSAPs and major wireless carriers to deliver robust emergency communications

Commitment to network stability, reliability and data integrity

350+ Next Generation PSAPs supported

More than 200K cell sites served

24 million+ VoIP records under management

Our people make all the difference.

Intrado®

QUESTIONS

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