



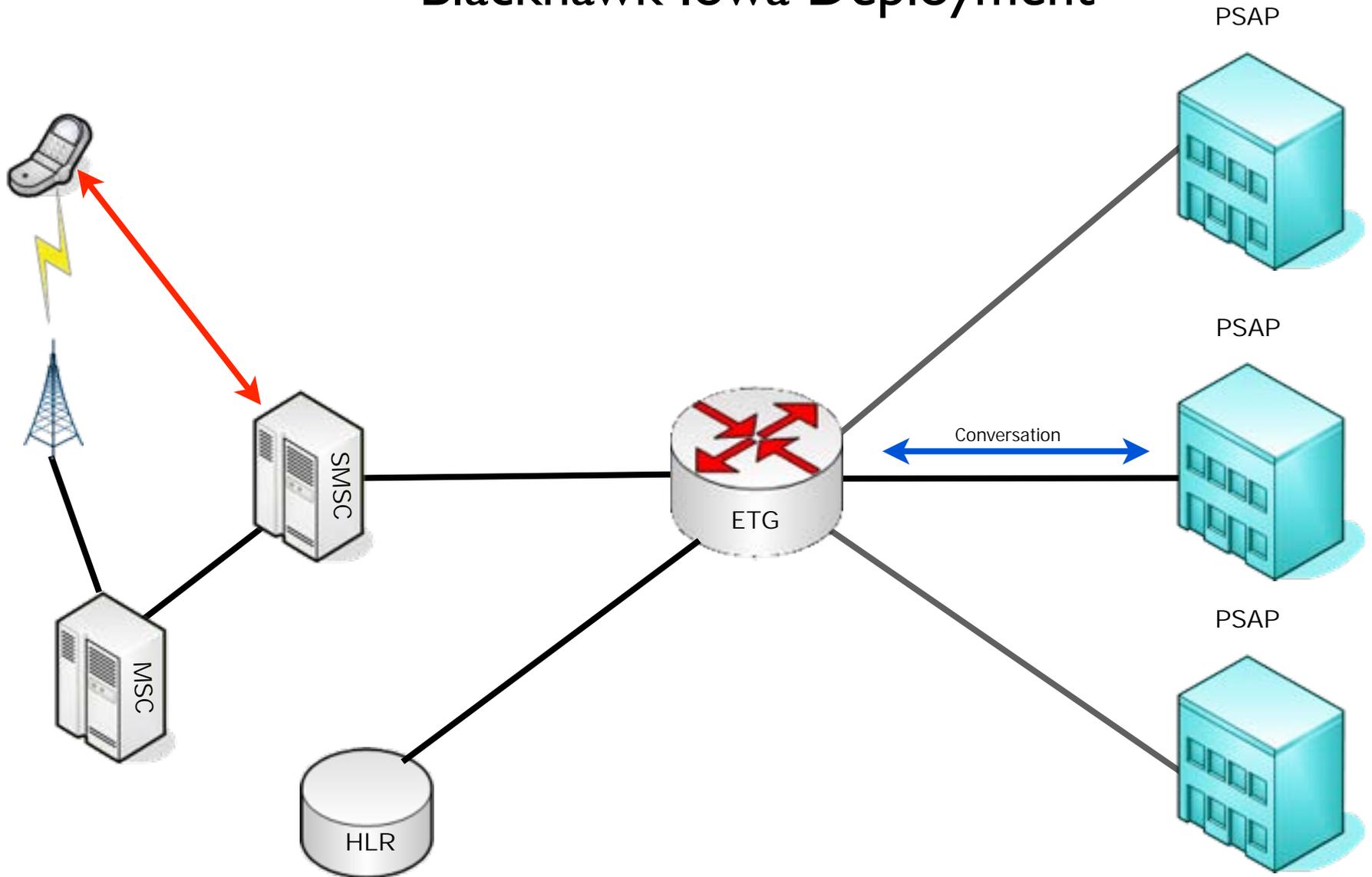
Text 2 9-1-1

March 18, 2010

# Text 2 9-1-1

- Focused on the deaf, hard of hearing, speech impaired communities and those where voice is not appropriate
- Voice is still the best way to contact 9-1-1
- Text to 9-1-1 has an evolutionary path as we move towards 4G
- Text to 9-1-1 works without modifying or burdening the commercial SMS networks
- Text to 9-1-1 requires upgrades and broadband access at the PSAP to receive Text 2 9-1-1 messages
- Currently, Intrado believes commercial interests will drive carrier adoption of text 2 9-1-1 without government mandate

# Text 2 9-1-1 Blackhawk Iowa Deployment





Compose

ALT ALI RTX TTY

TEL #  NAME

ADDRESS  CLASS

P-AN

EXACT  MAIN #

X  Y  ESN

PROVIDER  CONF  UNCERT

AGENCIES

Redial  319-241-2792

9-1-1 EMER ADM

STOP S/U

PLAY

STOP GRT

MON EXT

1-637

RINGDN EXT TEXT

Release CONF Transf HOLD

SMS / Text Conversation

I need help at 123 main street

This is an automated response from 9-1-1. To properly route your message, please reply with the nearest CITY or the nearest zip code.

chicago

What is the emergency? What do you need help with?

My BF is here with 2 other guys. They will not leave and i am scared they might hurt me

What is his name? Has he hurt you or anyone else? Does he have a gun?

he owns a gun. i do not know if he has it. i am hiding in back closet!

Police are on their way. Stay in a safe location.

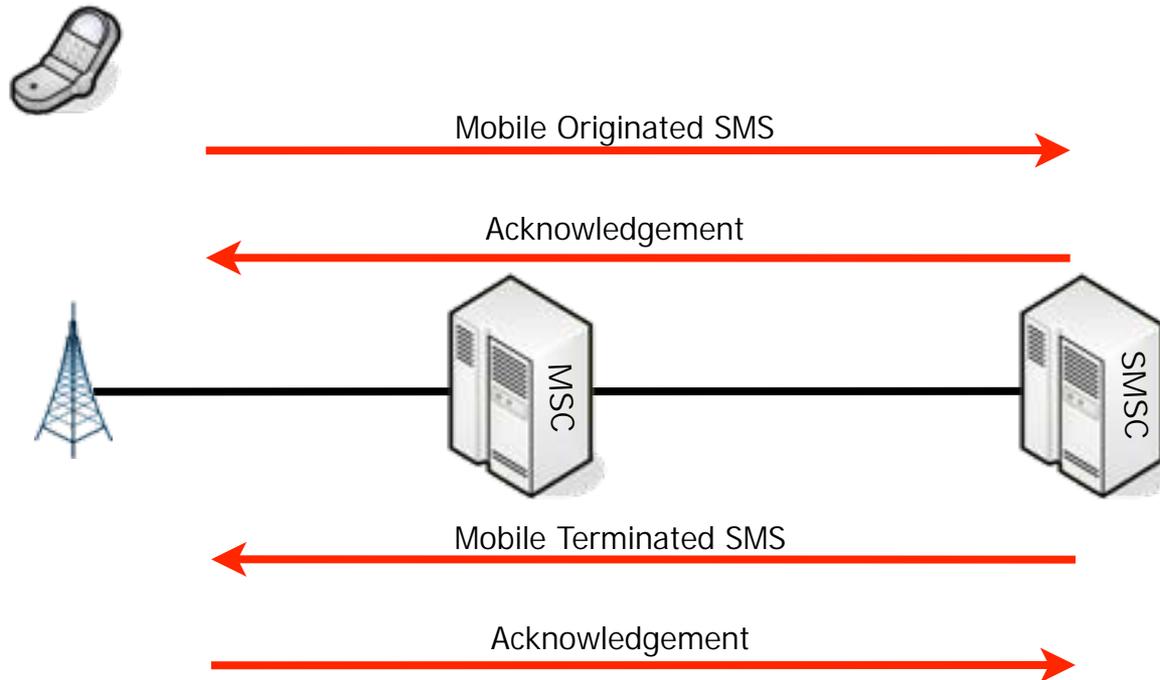
The police should be at your door now.

Send

LAW SAPD CENTRAL FIRE SAFD EMS AIRLIFE HOSPITALS UNIVERSITY TRANSLATOR 4569201

EXTENSIONS RECORDS UTILITES CPS ENERGY TOW AAA DISPATCH SLPE OFC

# SMS as a Reliable Transport

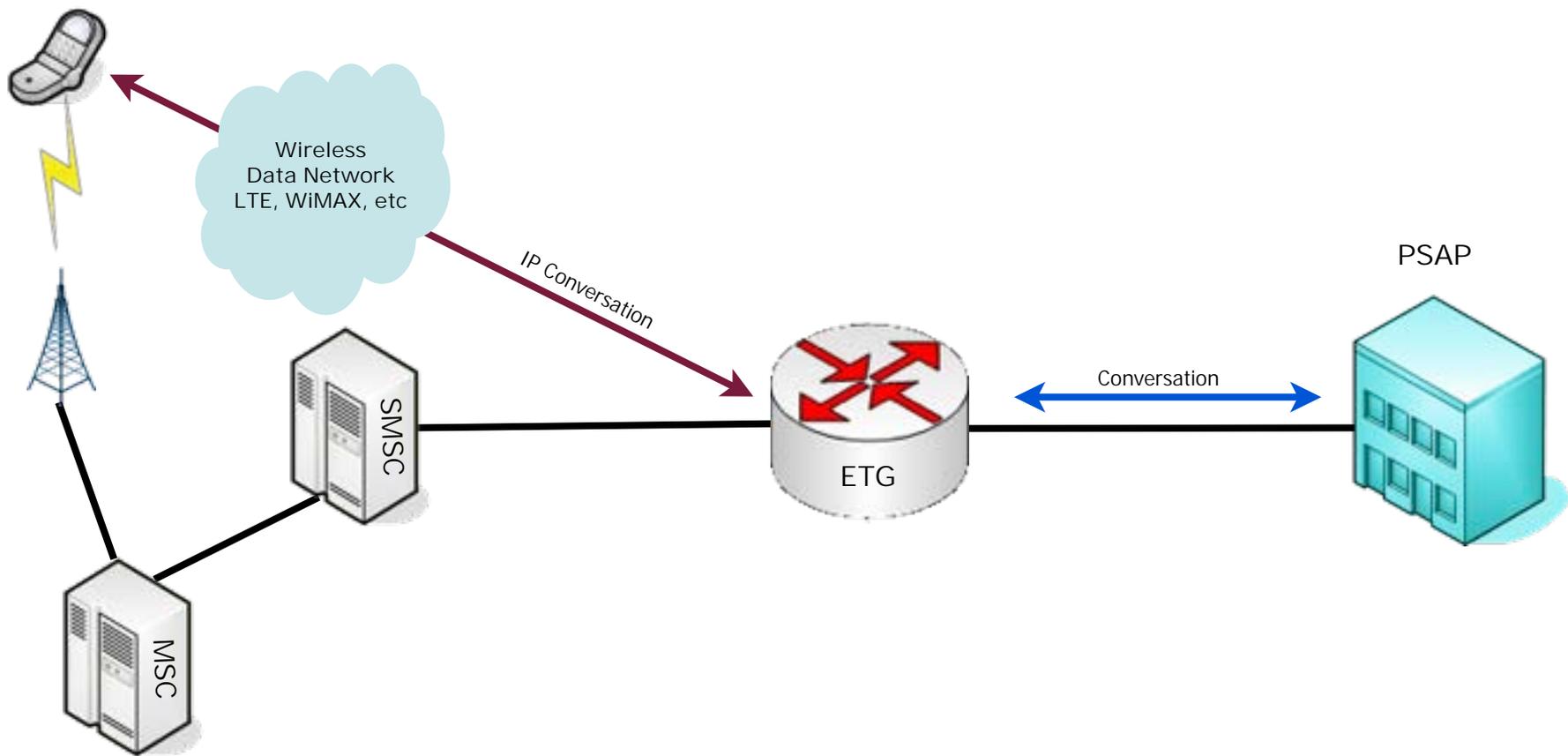


# Reliability of SMS

- Delayed delivery of SMS is a design of the commercial SMS system to deal with scalability and congestion
- 9-1-1 SMS messages can be made reliable while still working within the confines of the commercial SMS networks
- SMS messages often work in areas where a voice call can not be placed
- Much less bandwidth should be required to send a text message than place a voice call
- After the earthquake in Haiti, one of their cellular carriers recommended people communicate with people inside and outside of the country by using text

# Text 2 9-1-1 with X/Y Location

Location Aware  
HS Application



# Conclusion

- Text 2 9-1-1 works today
- Text 2 9-1-1 will evolve with wireless networks in the future
- It is critical that PSAPs upgrade to next generation 9-1-1 with broadband access to implement Text 2 9-1-1