

# AGENT511

November 18, 2011

Patrick Donovan  
Federal Communications Commission  
445 12th Street  
Washington, DC 20554

*Re: Facilitating the Deployment of Text-to-911 and Other Next Generation 911 Applications, PS Docket No. 11-153; Framework/or Next Generation 911 Deployment, PS Docket No.10-255;*

Dear Ms. Donovan:

On November 16, 2011, Dr. Jay Malin, Managing Director of AGENT511, met and demonstrated the company's TEXTBLUE solution to David Furth, Erika Olsen, Henning Schulzrinne, Patrick Donovan, John Healy, and Dave Siehl of the Public Safety and Homeland Security Bureau.

During the meeting, AGENT511 demonstrated its portal-based multimedia chat solution that allows mobile phone users to submit text and multimedia messages to public safety agencies using the SMS/MMS common short code system. AGENT511 demonstrated the system's location interrogation capabilities as well as the ability to geospatially route and transfer text messaging sessions.

Also during the meeting, AGENT511 discussed workflows intended to keep mobile phone users "connected," integration requirements, and the education required to successfully deploy Next Generation text and multimedia messaging. AGENT511 discussed the City of Chicago's SMS and MMS picture messaging service and the CRTC SMS T9-1-1 service. Further, AGENT511 expressed the need to consider the requirements of non-emergency call centers as it pertains to Next Generation 911.

Sincerely,

*/s/ Jay Malin*

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