

January 14, 2012

Marlene H. Dortch
Secretary
Federal Communications Commission
445 Twelfth Street, SW
Washington, DC 20554

Re: Notice of Ex Parte Presentation in PS Docket 12-333, PS Docket 11-153, PS Docket 10-255

Dear Ms. Dortch:

NexGen Global Technologies, LLC (NexGen) is an innovative privately funded company that has developed unique products and technologies for real time transmission of text, photos and video for law enforcement and first responder purposes. Our solution is a complement to text-to-911, and has the capability to accelerate and scale NG-911 services, with features and functionalities that can enhance public safety.

NexGen's system is a cloud-based technology, which allows a cell phone user to call and speak to a 9-1-1 operator, at which time the caller can be directed to send in text, photos and video to the Emergency Communications Center from his/her mobile phone. No special software or app is required, and cell phone users can use any wireless carrier. The technology interconnects across all cell phones and wireless devices, and as a stand-alone system easily integrates into any existing communication center without costly IT hardware and software changes or additions. The system can be easily installed and all personnel trained on its use in minutes. NexGen's technology suite also includes Satellite Assisted Mobility (SAM) Alerts, which allows for satellite communication in areas where land based and wireless infrastructures become disabled.

NexGen's technology is a hybrid SMS/IP solution. It can be deployed by PSAPs now, on existing analog or digital infrastructure. Thus our technology can dramatically accelerate deployment and availability of multimedia emergency service (MMES) (in particular transmission of video and photo), without the anticipated research and development cost, infrastructure cost, and time delay associated with deployment of MMES in a pure IP environment.¹

¹ Some commenters have noted the substantial time it will take before anticipated deployment of NG911 multimedia capabilities. For example 4G Americas reports, "*implementation in origination networks is not expected to begin until three or four years.*" Even where and when emergency services become available, "[t]hey may not for some time provide full multimedia services." See 4G Americas Technical Report filed on December 13, 2012 in PS Dockets 12-333, 11-153 and 10-255, at page 17.

In November 2012, NexGen successfully completed Beta Testing of its new NexGen 9-1-1 technology with the UCF Police Department 9-1-1 Communications Center.² NexGen is a client company of the University of Central Florida (UCF) Business Incubation Program.

An example of the use of NexGen technology is when a citizen witnesses an incident, captures it as a photo or video with their cell phone camera and wants to send it to a 9-1-1 center. The citizen calls 9-1-1 to report the incident and informs the 9-1-1 call taker that they want to send a photo, video or text. Our Multi-Media Incident Retrieval (M.I.R.) module will effectively allow the 9-1-1 call taker to receive photos, video and text from a caller's cell phone irrespective of which wireless carrier network is routing the call. With NexGen's M.I.R. solution, when a 9-1-1 call is received, the 9-1-1 call taker would immediately be able to click the "Submit" button without having to ask the name of the caller's wireless carrier, as our solution utilizes the wireless network to deliver photos, video and text and not email as a delivery method. Within moments, the caller will receive a text message with instructions on how to send the text, photo and video back to the 9-1-1 call taker.

The 9-1-1 Call Taker can immediately perform an evaluation of the message content and then quickly forward the text, photo and video to any or all of the computers or cell phones of law enforcement personnel needing this information who are listed in the 9-1-1 call taker's NexGen Control Panel (which is customized by call center personnel).

Another example of potential use of NexGen technology is in the case of missing or abducted children. Currently, when a police officer responds to a report regarding a missing or abducted child, it could take hours before an Amber Alert is issued for the public. Unfortunately, there are documented incidents where the fate of missing or abducted children has been decided within the first 3 hours, so expeditious response is critical to a successful outcome.

Using the NexGen technology, the 9-1-1 center and police officers responding to a report regarding a missing child will be able to have a photo of the child, before arriving at the scene. Once received, the 9-1-1 call taker would be able to immediately forward the photo of the child and any pertinent biographical information (height, weight, description of a vehicle, etc.), to all law enforcement personnel listed in the control panel. Yet another example is a potential incident at a school. The texting capability of the technology enables a witness/caller, who is unable to speak for fear of detection during a crime. Once the 911 call is received, the call taker can engage the caller using text messaging. The text messages can then be forwarded to first responders en route and at the scene in order to assist them in acquiring real-time situational intelligence. This also assists the hearing impaired with directly communicating with Emergency Call Centers.

In the FCC's FNPRM *In the Matter of Facilitating the Deployment of Text-to-911 and Other Next Generation 911 Applications*, PS Docket No. 11-153, *Framework for Next*

² See http://www.incubator.ucf.edu/newscenter/2012_PressReleases/11-16_nexgen.html. More information about NexGen is available at: <http://www.nexgen.com>.

Generation 911 Deployment; PS Docket No. 10-255, (“FNPRM”) the FCC noted the importance of enabling consumers to send photos, videos, and data to PSAPs:

“[I]mplementing text-to-911 represents a crucial next step in the ongoing transition of the legacy 911 system to a Next Generation 911 (NG911) system that will support not only text but will also enable consumers to send photos, videos, and data to PSAPs, enhancing the information available to first responders for assessing and responding to emergencies.”³

FCC Chairman Genachowski similarly noted in a statement on December 6, 2012, *“We will also take additional steps in this area next year, including... addressing other aspects of Next Generation 911 such as enabling transmission of photos and videos to 9-1-1 centers.”⁴*

We are pleased that the FCC is moving forward to establish a NG911 framework. We believe that inclusion of multimedia emergency services (MMES) in such a framework would offer substantial benefits for public safety. Further, accelerated availability of MMES features, that work on existing PSAP infrastructure, can favorably impact emergency response and law enforcement capabilities, earlier than otherwise anticipated, and at lower cost.

The FCC’s Public Notice released November 13, 2012 (“Public Notice”), *Legal And Statutory Framework For Next Generation 9-1-1 Services Pursuant To The Next Generation 9-1-1 Advancement Act Of 2012* (PS Dockets 10-255, 11-153, 12-333) asks:

“Current funding mechanisms for the 9-1-1 system rely primarily on surcharges on telephone bills and therefore may not adequately account for new services that offer emergency communications in a NG9-1-1 environment. We seek comment on whether the Commission should recommend that Congress take steps to ensure that 9-1-1 funding mechanisms are technologically neutral so that the funding obligation does not disproportionately burden certain types of services over others.”⁵

In our view, lack of funding of NG911 is a key impediment to widespread deployment.⁶ Other commenters have noted that service provider models of funding or fees on customers by themselves may not fully enable or incent stakeholders to rapidly deploy NG911 services.⁷ We respectfully suggest the FCC should recommend additional measures that Congress could take, to fund NG911, including for technologies that deliver features and functionalities such as multimedia emergency services (MMES).

³ FNPRM released Dec. 13, 2012, para. 4 at p. 3.

⁴ See <http://www.fcc.gov/document/chairman-genachowski-announces-commitments-accelerate-text-911>.

⁵ Public Notice, at page 4.

⁶ Other commenters have expressed similar concerns. See e.g. filing of Intrado Inc. dated December 13, 2012 in PS Dockets 12-333, 11-153, and 10-255, at page 2.

⁷ See e.g. filing of AT&T dated December 13, 2012 in PS Dockets 12-333, 11-153, and 10-255, at page 3; and filing of APCO dated December 13, 2012 in PS Dockets 12-333, 11-153, and 10-255, at page 5.

Thank you for your consideration of these matters.

Sincerely,

/s/

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