

**Before the  
Federal Communications Commission  
Washington, DC 20554**

In the Matter of	)	
	)	
Facilitating the Deployment of Text-to-911 and	)	PS Docket No. 11-153
Other Next Generation 911 Applications	)	
	)	
Framework for Next Generation 911	)	PS Docket No. 10-255
Deployment	)	
	)	
	)	
	)	
	)	

To: The Commission

**REPLY COMMENTS OF THE  
BOULDER REGIONAL EMERGENCY TELEPHONE SERVICE AUTHORITY**

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February 8, 2013

## Summary

Through the course of this docket, it has been demonstrated that SMS text-messaging-to-9-1-1 is feasible even for legacy (non-NG9-1-1 PSAPs). Text to 9-1-1 has the greatest utility of the various message formats to be enabled by NG9-1-1. It will allow the speech- and hearing-impaired, individuals in “silent call” situations, and individuals in locations where there is an insufficient wireless signal for a voice call, to contact 9-1-1. Other message formats to be enabled by NG9-1-1 such as photographs, video, crash telemetry and other data will not aid in, and may be counterproductive to, the speedy communication of the location and nature of the emergency to the PSAP so that First Responders can be dispatched.

With the implementation of text-messaging to even legacy PSAPs, there should be less urgency to deployment of NG9-1-1 nationwide. NG9-1-1 will still be for making 9-1-1 networks more robust and for alternative call routing; but the transition to NG9-1-1 may be more gradual, spreading the costs of the transition over a longer period and thus reducing its financial impacts. Text-to-9-1-1 capability may also provide an inexpensive and practical solution for enabling non-Phase I or II Wireless E9-1-1 PSAPs to receive and use wireless location information.

The Commission’s focus should thus remain primarily on facilitating the rapid deployment of SMS text-messaging-to-9-1-1. It has been demonstrated that text messages can be delivered to PSAPs via (i) their existing TTY devices or interfaces, (ii) web portals using existing PSAP Internet connections, and (iii) voice relay. It should be equally feasible to forward text-to-9-1-1 messages in native format to smartphones or Internet text applications installed at the PSAP, or via Internet e-mail or the ASAP system. The cost and implementation time for any of these solutions should be a mere fraction that for upgrading SSPs and PSAPs to NG9-1-1. Fostering ubiquity of text-to-9-1-1 capability would minimize the importance of bounce-back

messages to advise where text-to-9-1-1 service is not available. SMS should be adopted as a standard for text messaging to 9-1-1 because of the characteristics of the service, and to minimize the number of text services or applications with which PSAPs must contend.

The Commission must proceed to mandate the provision of SMS text-to-9-1-1 service, and brook no further delay in deployment of the service. If the Commission concludes that it lacks jurisdiction to mandate such service, then it should seek Congressional authorization, and be certain not to preempt or otherwise limit the states from adopting regulations or enforcing tort laws against vendors and providers of communications systems which are unable to communicate with 9-1-1, and/or provide inadequate notice of their limitations.

Adoption of the proposed rules regarding text-to-9-1-1 should be accompanied by adoption of equipment authorization rules to assure that communications devices will permit text-messaging to “9-1-1,” and that those devices for which the requirements may be waived have adequate warning labels, splash screens and pop-up messages of their limitations.

Bounce-back messages and pop-up messages should be standardized to avoid confusion, and advise users to *call* 9-1-1 if they can safely do so. Service-, device- and application-providers should be permitted to append to the standardized messages supplemental information unique to their service, device or application. Because service providers have an obligation to advise and educate *their* customers regarding use of *their* services, and may have unique or device-specific requirements for text-to-9-1-1 service, it is necessary that *they* take primary responsibility for educating *their* customers regarding *their* text-to-9-1-1 services.

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**COMMENTS OF THE  
BOULDER REGIONAL EMERGENCY TELEPHONE SERVICE AUTHORITY**

The Boulder Emergency Telephone Service Authority (“BRETSA”), by its attorney, hereby submits its Reply Comments on the Commission’s proposals in Section III.A of its December 13, 2012 Notice of Proposed Rulemaking in the above-referenced Docket.<sup>1</sup>

**I. The Commission Must Mandate Implementation of Text-to-9-1-1.**

BRETSA has addressed in earlier comments its reservations regarding implementation of text-to-9-1-1 including, *inter alia*, the need for location information and the inferiority of text messages to voice calls to 9-1-1 for the purpose of communicating the nature and location of an

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<sup>1</sup> BRETSA is a Colorado 9-1-1 Authority which establishes, collects and distributes the Colorado Emergency Telephone Surcharge to fund 9-1-1 Service in Boulder County, Colorado. The BRETSA Board includes the Boulder County Sheriff, the City of Boulder Police Chief, representatives of the Boulder County Firefighters Association and the City of Longmont Division of Public Safety. The fifth seat of the Board is filled by representatives of the smaller cities and towns in Boulder County, Colorado on a rotating basis. These Comments are thus intended to represent the perspective of the entity responsible for 9-1-1 operations, *and* of the agencies and authorities responsible for PSAP operations and overall public safety services.

incident (the information necessary for First Responders to be dispatched). However it is clear that there is both a need and demand for text-to-9-1-1 to serve the speech- and hearing-impaired community, silent call situations, and situations in which users are located in areas where they cannot make an adequate wireless connection to place a voice call.

History shows that service providers cannot be relied upon to meet their public safety obligations to their customers. The Commission must mandate implementation of text-to-9-1-1, including transmission of bounce-back messages when text-messaging-to-9-1-1 is unavailable or unsuccessful.

**A. The Record Shows That Service Providers Are Unwilling To Meet Their Public Safety Obligations.**

The first cellular telephone company to commence providing commercial service in the United States initiated service in 1985. Untold numbers of users subscribed to wireless service as a security and safety measure. Yet it was almost 15 years before wireless providers began to route 9-1-1 calls to *any* PSAP, let alone the PSAP that served the area in which the caller was located, and then only pursuant to Commission mandate. In its Comments, Blooston Rural Carriers (“Blooston”) reports that there are still many areas of the country in which neither Phase I nor Phase II Wireless E9-1-1 Service is available. Blooston Comments, at 4.

The record in this proceeding demonstrates that a significant percentage of wireless service customers believe they can send text-messages to 9-1-1, yet their providers do not supply this service. The service providers have belabored in comments in this docket the difficulties of implementing text-to-9-1-1, “made the great the enemy of the good,” and formed committees to discuss and develop means of providing the service and develop standards—processes which inevitably delay implementation. Service providers argued, and some continue to argue, that SMS text messages are not sufficiently reliable for 9-1-1 service, an argument disproved by

graduate students at the University of Colorado and by Intrado.<sup>2</sup> Service providers argued that implementation of text-to-9-1-1 should be delayed until the next evolution of their systems. Service providers have also lamented the difficulties of providing text-to-9-1-1 before all PSAPs are NG9-1-1 capable lest public confusion result. Meanwhile, entrepreneurial companies (and some service providers) have been developing solutions and demonstrating that SMS text-to-9-1-1 can be implemented today for legacy PSAPs as well as NG9-1-1 PSAPs.<sup>3</sup>

Now when the writing is on the wall that SMS-text-to-9-1-1 will be required, service providers have agreed to deploy text-to-9-1-1 according to a schedule that will delay implementation through the end of 2014, when it has been shown that text-to-9-1-1 can be provided today.<sup>4</sup> Parties filing comments in this proceeding have demonstrated that text messages addressed to “9-1-1” can be routed to the appropriate PSAP *today*.

In their comments in this proceeding, CTIA (representing wireless service providers) and the VON Coalition (“VON,” representing interconnected application providers) argue that the Commission lacks the authority to require that they route text messages to 9-1-1, which BRETSA addresses below.<sup>5</sup>

Blooston now argues that “Carriers serving rural areas where no *valid* Phase I or Phase II E-911 PSAP service requests have been received should be exempt from any and all requirements to provide text-to-911 service or bounce-back messages (and consumer education)

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<sup>2</sup> See December 12, 2011 Comments of the University of Colorado, Interdisciplinary Telecommunications Program in the above-captioned docket; December 12, 2011 Comments of Intrado Inc. in the above-captioned docket, at Exhibit C.

<sup>3</sup> BRETSA submits that because solutions have been demonstrated for delivery of text messages to even legacy, non-NG9-1-1 PSAPs, text-to-9-1-1 can be nearly ubiquitous within a much shorter period than will be required to implement NG9-1-1 nationwide.

<sup>4</sup> The NENA Agreement and proposed Commission Rules and policy regarding text-to-9-1-1 require CMRS and interconnected text providers to make text to 9-1-1 available by May 14, 2014, and to implement text-messaging-to-9-1-1 to a PSAP within six months of a receipt of a valid PSAP request. November 14, 2014 is the earliest date at which a provider would be *required* to route text-messages-to-9-1-1 to a PSAP.

<sup>5</sup> CTIA Comments, at 3. VON Comments, at 6.

in those rural areas until such time as a *valid* Phase I or Phase II voice service request has been received.” Blooston Comments, at 5 (Emphasis added). The proposition that Phase I or Phase II Wireless E9-1-1 Service is a prerequisite to text-to-9-1-1 service defies logic, particularly in the case of legacy PSAPs which will receive the text messages via TTY, e-mail, web-portal or voice-relay, or have the text-messages delivered to a smartphone assigned to the PSAP or Internet text application installed at the PSAP for the purpose. The location information can be delivered to the PSAP by the same means as the content of the text-message-to-9-1-1, and will not require the same upgrades to network facilities or PSAP CPE which may be delaying Phase I and/or Phase II Wireless E9-1-1 implementation.

Moreover, the capability of even legacy (non-NG9-1-1) PSAPs to receive text messages may provide an inexpensive and practical work-around for those PSAPs that are not yet Phase I or Phase II Wireless E9-1-1 capable. That is, the only reason for a PSAP not to be able to submit a valid request for Phase I or II Wireless E9-1-1 over ten years since Wireless E9-1-1 was first required is that it lacks appropriate facilities connecting to the ANI/ALI database or appropriate CPE to receive and display the Phase I or Phase II coordinates. If a PSAP has the ability to receive and display the coordinates of the user, the PSAP can “utilize” the coordinates even if it does not have a CAD system on which to display the location. (When location is critical, such as when a caller is unable to speak or to accurately provide their location, PSAP personnel can “utilize” the location data by manually entering the displayed coordinates in (i) an inexpensive standalone map application such as Microsoft Streets and Trips, DeLorme Street Atlas or Topo North America, or MyTopo Terrain Navigator Pro, or (ii) an Internet mapping site that will accept coordinates, such as Google Maps or Mapquest, or even (iii) manually plotting the coordinates on a set of USGS Quadrangles for the jurisdiction.) It would appear to be a matter of

programming for an SSP to automatically transmit ANI/ALI data including Phase I and/or Phase II location data to a PSAP by text-message to be received via a smartphone or Internet text application obtained by the PSAP for the purpose, TTY, e-mail or other method employed by the PSAP to receive text-messages-to-9-1-1.<sup>6</sup> The availability of text-messages-to-9-1-1 being delivered to legacy PSAPs by such alternative means would also enable the even simpler method for a non-Phase I or II PSAP to locate a caller—asking the caller to send a text-message to 9-1-1. PSAP Phase I or Phase II Wireless E9-1-1 compliance should not be a prerequisite to a service provider’s obligation to provide text-to-9-1-1 service.

Having determined that SMS text-messaging-to-9-1-1, and bounce-back messaging where the service is unavailable or message delivery cannot be completed, is feasible and should be implemented; the Commission should not brook the delays and game-playing by service providers that marked the transition to Wireless E9-1-1. The Commission must require that service providers implement text-to-9-1-1 without exception.

Any service provider has the ability to request a waiver if it can show good cause why it cannot comply with the requirements. Waiver requests are a preferred method of accommodating true hardships or technical impediments rather than overly-broad blanket exceptions to the rules. Waivers can be granted to individual parties for limited periods upon a unique showing of good cause, and future grants conditioned upon a showing of good faith efforts and progress toward compliance with the rules. Waiver requests may also be sought for devices which are unable to transmit text messages to the three-digit short-code “9-1-1,” and may be conditioned upon a workaround specific to the device(s) concerned together with appropriate user education program.

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<sup>6</sup> Because the non-Phase I or II PSAPs are identified by Blooston as serving rural areas, the call volume is not likely to be such as to make difficult correlation of coordinates sent by text message with the 9-1-1 call to which the location information applies.

**B. Communications Programs That Compete With Regulated Services Should Be Required To Deliver Text Messages To 9-1-1 In A Standard Format, Or Provide Real Time Messages That The Service Is Not Available.**

Interconnected text applications compete with, and provide alternatives to, SMS text messaging. The record in this docket demonstrates that a significant portion of the public believes that text messaging to 9-1-1 is available today. It is likely the public does not make a distinction between SMS texting and interconnected text applications. It is doubtful that the general public understands the technical or functional difference between SMS text and interconnected text applications, and is instead motivated to select between these alternatives on the basis of price, and perhaps features.

Service providers and interconnected text application providers alike have an obligation to remedy, rather than exploit, customer confusion regarding the 9-1-1 capabilities of their service. If a customer addresses a text-message to 9-1-1 using an application that does not support the capability, the application should generate a local message on the device that text messaging to 9-1-1 with the application is not supported (unless, as suggested by the Commission, the application can leverage the device's SMS application API to send such messages).

The Commission may wish to *require* that interconnected text applications either send text messages to 9-1-1 via the SMS application API, or generate a pop-up message advising users addressing a text message to 9-1-1 to instead call 9-1-1 or use the SMS application to text-message 9-1-1. BRETSA already has pointed out that all text-messaging applications and systems should prompt users to place a voice call to 9-1-1 if they are able to safely do so, given the much greater efficiency of a voice call in communicating the location and nature of an emergency to the PSAP so that First Responders can be dispatched. But if a user is unable to place a voice call due to physical impairment, physical endangerment (silent call situations) or

because they are in a location where they cannot establish an adequate connection to the wireless network to place a voice call, sending an SMS-text message to 9-1-1 may be superior to using interconnected text messaging applications. It has been demonstrated in this docket that (i) SMS text messages can be successfully transmitted at much lower signal levels than are required for voice calls, and perhaps Internet text messages, (ii) wireless systems are able to handle a large number of SMS text messages without messages being blocked due to congestion, while the same may not be true of Internet text messages sharing channel capacity with wireless VoIP calls and other Internet traffic, (iii) SMS can serve as a common standard for text-messaging-to-9-1-1 (perhaps along with Real Time Text), for which providers can configure their systems, PSAPs can be equipped and PSAP personnel trained to accept, and for which Computer Aided Dispatch (CAD) systems can provide interfaces for recording, processing and dispatching text-message “calls” through the CAD system and in the CAD environment with which PSAP personnel are familiar, and (iv) mobile device application developers have advised BRETSA that they can develop applications to automatically enter GPS-determined coordinates into SMS text-messages addressed to 9-1-1.<sup>7</sup>

In the event an interconnected text application does not transmit messages to 9-1-1 via the SMS API, or provide a pop-up message directing the user to contact 9-1-1 through another means; the interconnected text application should transmit the text message to 9-1-1 in a standard format. PSAPs cannot be expected to install multiple messaging-system-specific applications and formats, and train call-takers/dispatchers in their use. CAD system providers cannot be expected to develop interfaces to multiple text messaging systems or formats. PSAP personnel cannot be

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<sup>7</sup> BRETSA understands that the terrestrial GPS transmitters being deployed by NextNav not only penetrate buildings and urban corridors and provide Z coordinates, but also allow a GPS-enabled device to get a location fix within six seconds from a cold start, and can also significantly reduce the battery drain of a GPS chipset so that the user will not keep the GPS chipset turned off. Thus, it should be possible for even SMS text messages to provide Phase II location information in many areas.

expected to learn the use of multiple messaging systems and formats. Commenters have addressed the importance of consumers being able to use familiar text-messaging programs and not having to learn a new program in an emergency. PSAP call-taker/dispatcher familiarity with any messaging system deployed is equally important.

**C. If The Commission Lacks Jurisdiction, State or Congressional Action Should Be Encouraged.**

Wireless providers and VON challenge the Commission's authority to require bounce-back messages and transmission of text-messages-to-9-1-1. These parties also argue before state authorities that the Commission has preempted state regulation of their services. Yet, providers of applications or services which purport or are commonly expected to provide communications or text-messaging services or programs through which a user can reach 9-1-1, but which are not in fact capable of delivering messages to 9-1-1, can put the public at risk. Applications which are represented to provide a specific ability to communicate with 9-1-1 and send user data, photos and other information; but require a PSAP to install applications which not all PSAPs will install, or subscribe to services to which not all PSAPs will subscribe, may defraud users as well as place them at risk. Because 9-1-1 calls generally are often made to report a police, fire or medical emergency affecting someone other than the person making the call, these applications or services place the general public at risk.

The Commission must assure and be clear that it does not preempt the states from addressing and remedying these situations. To the extent the Commission determines that it lacks authority to regulate communications services and programs which purport to or the public expects to be able to use to reach 9-1-1, or which are not easily discernible from services and programs which the public *can* use to reach 9-1-1; the Commission should seek such authority from Congress.

**D. Tort Liability Is A Reasonable Alternative To Regulation.**

It is not uncommon for companies in certain industries to accept or even seek regulation which can provide a safe harbor against tort liability. By the same token, tort liability, or the potential for tort liability, can result in companies adjusting the way they do business to assure they meet a reasonable standard of care and avoid potential liability.

If the Commission accepts arguments of wireless providers and VON that it lacks jurisdiction to require that they deliver text messages addressed to 9-1-1 to the appropriate PSAP in an approved format, and/or provide notice to consumers that their applications do not deliver text-messages-to-9-1-1 or a message was not delivered to the appropriate PSAP; then the Commission must also be careful that its regulations do not create a safe harbor against service provider-liability, application publisher-liability or application vendor-liability where they market a purported communications device or purported communications service that does not in fact permit communication with 9-1-1. The Commission must assure that the states are not preempted from prosecuting or hearing cases based on fraud, negligence or other state tort claims. Because of the potential difficulty to consumers in identifying and bringing actions against application publishers, including those located in other countries, it is essential that application vendors, including device manufacturers and service providers who make applications available through their online or physical stores, also remain subject to state tort claims.

**II. The Commission Must Amend Its Equipment Authorization Rules to Address Text-to-9-1-1, Bounce-back Messaging, and Consumer Notice Requirements.**

Motorola Mobility states in its comments that “it has released well in excess of 100 mobile device and software combinations in the U.S. market within the past 4 years, none of which has been tested for support of 911 as a short code.” Motorola Mobility Comments, at 3.

VON points out that a smartphone may provide the capability to communicate with 9-1-1 when connected to a wireless provider's network, but not when connected to WiFi.

These comments make clear that the Commission should amend its equipment authorization rules to include testing and demonstration for compliance with the rules regarding texting to 9-1-1. The Commission should also impose labeling requirements for devices that connect to the PSTN, Internet or WiFi networks but which are not intended to and/or cannot reliably transmit messages to 9-1-1. These "labeling" requirements should include external labels on the devices and packaging that they cannot be used to contact 9-1-1, messages on splash screens that they cannot be used to contact 9-1-1, and "pop-up" messages warning users of these limitations when the user enters "9-1-1" or "911" in a message address field or voice number field. These same requirements should be adopted with respect to messaging applications.

In this regard, it should be noted that in light of stated plans to replace wireline local exchanges with broadband networks, and predictions of sunset of the PSTN, interconnection to the public internet must be deemed equivalent to interconnection to the PSTN for purposes of 9-1-1 compliance.

### **III. Bounce-Back And Pop-Up Messages Should Contain A Standardized Component And A Provider-Configurable Component.**

BRETSA agrees with NENA that Bounce-back messages should include a standardized message, which may be followed by an application provider-, device provider- or service provider-configurable message. Providing a standard message when text messaging-to-9-1-1 is not available or a text message to 9-1-1 is not received will limit consumer confusion. Providing for device-, application- or service-providers to append an additional message to the standardized messages can allow these providers to supply information pertinent to their specific product or service.

Applications and devices which cannot transmit messages to 9-1-1 should provide a pop-up message as soon as “9-1-1” or “911” is entered in the address or telephone number field and the user advances to another field. The standard pop-up messages should prompt the user to *call* 9-1-1 for the fastest response, or to use an alternative means of contacting 9-1-1 if a voice call is not possible. After a user sends a text-message to 9-1-1, a second pop-up message should advise the user that the fastest way to obtain help is to call 9-1-1 if the user can safely do so.

A Bounce-back message delivered to the device when a text message cannot be delivered to the appropriate PSAP should include the message that *calling* 9-1-1 is the fastest way to obtain help.

#### **IV. Carrier-Provided Customer Education Will Allow Messages Customized To Provider-Systems, Services and Devices.**

As BRETSA stated in its Comments, service providers have many more contacts with their users, and opportunities to contact and educate their users regarding text-messaging to 9-1-1 using their services and devices, than PSAPs or the Commission. They also provide advertising and promotional messages across larger media markets, and thus more efficient and cost-efficient messaging, than a PSAP trying to limit media messaging to its own jurisdiction. Blooston also points out that there is a competitive advantage for service providers providing text-messaging to 9-1-1. Blooston Comments, at 5. This advantage provides service providers an independent incentive to educate consumers regarding use of their service to reach 9-1-1.

More importantly, just as service providers should be able to append information to standardized pop-up or bounce-back messages which is pertinent to their specific service or device offerings or text-to-9-1-1 solution, service providers will also need to customize their public education efforts to their particular services, devices or text-to-9-1-1 solutions. This can

best be accomplished without creating customer confusion through direct customer education by the service providers themselves.

**V. Suspension Of Text-to-9-1-1 Service Should Be Coordinated With Public Safety Answering Points.**

T-Mobile asserts that a service provider should be able to protect its network when bounce-back implementation or full text-to-9-1-1 implementation creates risks to the provider's network, such as by suspending text-to-9-1-1 service in instances of a denial-of-service attack, "spoofing" or "flooding." T-Mobile specifically references potential attacks using the address "911@carrier" such as 911@tmobile.com. The address T-Mobile references does not match the short-code the Commission has proposed for addressing SMS text messages to 9-1-1. These concerns seem premature in advance of wide-scale provision of text-to-9-1-1 and experience with the service.

BRETSA notes that the ubiquity of wireless service and mobile phones has at times resulted in large numbers of phone calls to 9-1-1 concerning a single incident. For example, one accident on a major highway in Boulder County resulted in over 120 calls to 9-1-1, as drivers passing the accident continued to call 9-1-1 until First Responders arrived on-scene. The Commission anticipates that text-messaging may provide a means for subscribers to contact 9-1-1 in the event of natural disasters when wireless voice service is disrupted due to call volumes. *See, Facilitating the Deployment of Text-to-911 and Other Next Generation Applications (Notice of Proposed Rulemaking in PS Docket No. 11-153), FCC 11-134 (September 22, 2011).* In these instances it would be contrary to the public interest and the interest of the service provider's customers for the service provider to suspend service, even though it might appear from monitoring of traffic volumes or to automated systems that an attack of some type was being made upon the network.

In addition, denial of service attacks, spoofing or flooding directed at text-message delivery to 9-1-1 might be part of a larger criminal or terrorist act. In these circumstances, notice to and cooperation with affected PSAPs would be essential. Finally, the incidence of a large volume of legitimate text-messages to 9-1-1, or the suspension of service by a provider due to concerns of harm to its network, would both be instances in which PSAP activation of the CMAS system to broadcast messages to the public, either regarding the incident prompting the text-messages to 9-1-1 or of the suspension of text-to-9-1-1 service or bounce-back message service. Coordination between the service provider and affected PSAPs regarding any proposed suspension of text-to-9-1-1 service is essential.

**VI. The Commission Should Foster Ubiquity Of Text Messaging To 9-1-1 Over Notification To Consumers When Text Messaging Is Unavailable.**

Parties have demonstrated in this docket that text messages can be transmitted to even non-NG9-1-1 PSAPs via PSAP TTY devices or interfaces, web interfaces and voice relay. It should be equally feasible to forward text messages to smartphones or text message applications maintained in a PSAP for the purpose, or to convert them to e-mail for transmission to and from the destination PSAP. Commenters have also stated that service providers must provide access to their system information to identify the cell sector to which the user device is connected for proper routing of text-messages-to-9-1-1, and BRETSA has filed a Petition for Rulemaking to require that service providers make automated access to system and user data available for this and other essential purposes.

Because (i) there are a number of alternatives available for delivery of text messages to even non-NG9-1-1 PSAPs, (ii) there are a number of vendors interested in providing these services, and (iii) provision of text-to-9-1-1 to a PSAP by these alternative means will be much less expensive than full implementation of NG9-1-1 to the PSAP; the incidence of bounce-back

messages because a PSAP does not accept text messages should be the exception.<sup>8</sup> The Commission should prioritize facilitating the delivery of text messages to PSAPs by the method of the PSAP's preference, over requiring bounce-back messages when a PSAP does not accept text messages.

BRETSA does not minimize the importance of alerting a user whose text-message-to-9-1-1 could not be delivered to the appropriate PSAP; but such notification is an ancillary issue to the delivery of text-messages to the PSAP and should not distract the Commission from the main issue. As stated above, text messaging to the PSAP may even provide an alternative for delivery of Phase I and Phase II Wireless E9-1-1 location data to PSAPs which lack CPE capable of displaying such data.

Respectfully submitted,

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<sup>8</sup> While text-messaging-to-9-1-1 appears critical for the speech- and hearing-impaired community, and will be helpful in silent call situations, the additional NG9-1-1 capabilities of transmitting pictures, video and other data to the PSAP will be of marginal value for purposes of dispatching First Responders and emergency response (as opposed to investigation and prosecution). While NG9-1-1 can provide important features in terms of alternative call routing, the availability of text-to-9-1-1 options for even legacy PSAPs may allow for a more graceful transition to NG9-1-1 with the cost being spread over a longer period, making it more affordable.