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Federal Regulatory Affairs

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July 1, 2013

Marlene H. Dortch
Secretary
Federal Communications Commission
445 12th Street, SW
Washington, DC 20554

Re: Facilitating the Deployment of Text-to-911 and Other Next Generation 911 Applications, PS Docket No. 11-153; Framework for Next Generation 911 Deployment, PS Docket No. 10-255
Verizon Wireless First Voluntary Text to 911 Quarterly Status Report

Dear Ms. Dortch:

In accordance with the voluntary agreement of December 6, 2012 filed in the above-referenced proceedings,[1] Verizon hereby files its first quarterly report summarizing the status of its deployment of a national Text-to-911 service capability.

Please contact me should you need any further information.

Sincerely,

Kevin M. Green

cc: Terry Hall (APCO)
Jeff Cohen (APCO)
Derek Poarch (APCO)
Brian Fontes (NENA)
Trey Forgety (NENA)

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[1] *See* Letter from APCO, NENA, AT&T, Sprint Nextel, T-Mobile, and Verizon, PS Docket Nos. 11-153 and 10-255, filed Dec. 6, 2012 (the "Agreement").

Verizon Wireless
First Voluntary Text to 911 Quarterly Status Report
July 1, 2013

In accordance with the Voluntary Agreement of December 6, 2012, Verizon Wireless ("Verizon") hereby provides its first quarterly progress report summarizing the status of Verizon's deployment of a national Text-to-9-1-1 service capability. By this filing, Verizon confirms that it is on track to make this capability available to capable PSAPs by the May 15, 2014 date set forth in the Voluntary Agreement. In fact, as described below, Verizon plans to offer PSAPs the choice of three Text-to-911 options, the first of which is already generally available, the second of which is being deployed to initial PSAPs this summer, and the third of which is targeted for launch in late 2013. Each of these options also provides a bounce-back message capability. Of course, in order to use the various options that Verizon offers, PSAPs also must deploy the capabilities needed to accept and handle text messages. To facilitate their ability to do so, Verizon has and will continue to provide interested PSAPs with information on the various options and the capabilities the PSAPs will need to use these options. To date, some eleven different jurisdictions are using one of the text-to-911 options that Verizon currently offers, and several additional deployments are currently scheduled through the Fall of 2013.

Verizon Wireless Text to 911 Solutions

Verizon has selected a Text Control Center (TCC) vendor, Telecommunication Systems, Inc. (TCS), for its deployment of a nationwide Text-to-911 solution. The Verizon Wireless SMS911 National Gateway, first deployed in September 2012, offers PSAPs the choice of three Text-to-911 delivery methods for SMS messages, depending upon the PSAP's capability. This solution is consistent with the terms of the voluntary agreement and the recently released J-STD-110, Joint ATIS/TIA Native SMS to 9-1-1 Requirements and Architecture Specification.

The three 911 text delivery options, and status of availability of each, are as follows:

- SMS using a Web Browser Client - Using this option, the PSAP logs into SMS911 Gateway (the TCC) to receive and send 911 SMS messages. The PSAP must have public Internet connectivity and web browser capability for its call taker workstations. This solution is currently available to capable PSAPs.
- SMS to TTY – Using this option, (i) SMS messages are converted to TTY baudot tones prior to delivery to the PSAP and (ii) return TTY baudot tones are converted to SMS messages for transmission to the end user. Verizon launched the First Office Application (FOA) of this option with the State of Maine in May 2013, with additional early adopter PSAPs currently scheduled for launch in July 2013.
- SMS over Direct IP – Using this option, the PSAP installs its own dedicated and redundant IP circuits to SMS911 Gateway. This solution also includes interfacing with i3

PSAPs using SIP MSRP. Verizon Wireless is in the process of identifying candidate PSAPs for this option and is presently targeting a FOA launch by the end of 2013.

Bounce-back Capability

Verizon affirms that its solution provides a bounce-back (auto-reply) message in accordance with the Voluntary Agreement. The two options that either are generally available or that are now being deployed to initial PSAPs provide a bounce-back message and the third option will provide a bounce-back message once deployed.

Individual Text-to-911 Deployments and Consumer Outreach

A list of the eleven jurisdictions in which Verizon has already deployed text-to-911 as of June 30, 2013 is in Attachment A. Deployment in several other markets is ongoing, with several additional launches currently scheduled through Fall 2013.

Verizon has also participated in preliminary discussions with Commission staff and other stakeholders regarding potential consumer education efforts. Verizon already works closely with state and local governments in their efforts to inform consumers of the availability and limitations of text-to-911 services. Examples of the state/local government public announcements accompanying some of the deployments are in Attachment B (with accompanying URLs below where available).

Maine:
http://www.maine.gov/tools/whatsnew/index.php?topic=e911News&id=537667&v=Default

Frederick Co., MD:
https://www.frederickcountymd.gov/documents/275/374/Text%20to%20911%20Frederick%20County_201304150820080670.pdf

Durham, NC:
http://durhamnc.gov/ich/op/911/Documents/911_faq_update.pdf

York Co., VA:
http://www.yorkcounty.gov/Default.aspx?tabid=2219&vw=1&ItemID=807&SkinSrc=%5BG%5DSkins%2F9193_0_Conyone-blue%2FYC_01

Attachment A

VERIZON WIRELESS - SMS TO 911 DEPLOYMENTS
AS OF JUNE 30, 2013

PSAP JURISDICTION NAME (Requesting Entity)	PSAP(S) TAKING TEXTS	CITY/CITIES	COUNTY	STATE	Option Deployed	Completion Date
Durham County NC	Durham Emergency Communications Center	Durham	Durham	NC	Intrado TXT 2 911	8/1/2011
State of Vermont	VT State Police-Williston (Entire State)	Williston	N/A	VT	Intrado TXT 2 911	4/16/2012
York County	York Poquoson Williamsburg 911 Center	Yorktown	York	VA	Web Browser/GEM911	12/10/2012
North Central Texas COG	Wise County Sheriffs Department	Decatur	Wise	TX	Web Browser/GEM911	1/17/2013
North Central Texas COG	Decatur Police Department	Decatur	Wise	TX	Web Browser/GEM911	1/17/2013
North Central Texas COG	Bridgeport Police Department	Bridgeport	Wise	TX	Web Browser/GEM911	1/17/2013
Steuben County NY	Steuben County E911	Bath	Stueben	NY	Web Browser/GEM911	3/12/2013
Frederick County MD	Frederick County ECC	Frederick	Frederick	MD	Web Browser/GEM911	3/21/2013
Monroe County NY	Monroe County 9-1-1 Center	Rochester	Monroe	NY	Web Browser/GEM911	5/24/2013
Oneida County NY	Oneida County Sheriffs Office	Oriskany	Oneida	NY	Web Browser/GEM911	6/6/2013
State of Maine	Gray & Orono DPS (Entire State)	Gray, Orono	N/A	VT	SMS to TTY	6/1/2013

Attachment B

CITY OF DURHAM
Office of Public Affairs
101 CITY HALL PLAZA
DURHAM, NC 27701

For Details, Contact:
Amy Blalock
Sr. Public Affairs Specialist
(919) 560-4123 x 11253
(919) 475-7735 (cell)
Amy.Blalock@DurhamNC.gov

News Release

For Immediate Release: August 3, 2011

Durham 911 Center Launches Texting Trial for Emergency Help

Durham the First in North Carolina and Second in the U.S. to Use "Text-to-911" Technology; Six-Month Trial Period for Verizon Wireless Customers Only

DURHAM, N.C. – Beginning today, Durham residents and visitors who are also Verizon Wireless customers can send a text message to 911 for emergency help as part of a six-month trial to test the potential of offering this new technology.

From now until January 31, 2012, the Durham Emergency Communications Center will accept 911 text messages from Verizon Wireless customers as part of a collaboration between the City of Durham, Verizon Wireless, and Intrado. Intrado, which is an emergency communications technology provider, has recently installed next-generation 911 software that enables text messaging in the Durham Emergency Communications Center.

The Durham Emergency Communication Center is the first 911 center in North Carolina, as well as the second 911 center in the United States, to enable "text-to-911" technology using 911 digits and live call takers. The first and only other 911 center using Intrado's technology is Black Hawk County, Iowa. The "text-to-911" software trial period is at no cost to the Durham Emergency Communications Center.

According to James Soukup, director of the Durham Emergency Communications Center, this texting trial is specifically designed for two types of emergency scenarios. "The way people communicate is evolving and 911 centers across the nation are evaluating how to adapt to the digital age we're currently living in and offer multiple ways for people to reach out to 911 when they need help," Soukup said. "When asked to participate in this trial, we went into it as an opportunity to help folks who are hearing impaired and potential victims who can't afford for someone to hear them make a 911 voice call."

Since the "text-to-911" is a trial program, Soukup explained that there are several parameters that users should be aware of before sending an emergency text message to 911. "At times, there can be limitations to sending an emergency text message and we want to test and evaluate all of the aspects of 'text-to-911' technology

before any potential widespread implementation," Soukup said. "We understand the interest and potential value of this technology, but given the needs of public safety, it is imperative that we thoroughly examine all scenarios during the trial period to see if this type of technology works and if any problems arise that must be corrected by Intrado before Verizon Wireless and other service providers work with public safety agencies to implement 'text-to-911' on a widespread level."

According to Craig Frost, executive director of Network with Verizon Wireless, the work with the Durham Emergency Communications Center and Intrado will allow them to evaluate the potential of the "text-to-911" system more broadly. "Verizon Wireless has been at the forefront of 911 public safety innovation. We are participating in this trial to evaluate the possibilities of 911 texting systems with an emphasis on reliable and secure emergency communications for our customers," Frost said. "Armed with the knowledge obtained from the trial in Durham, we hope to better understand the challenges of 'text-to-911' technology and determine if it's something that we can provide for our customers in Durham and elsewhere."

Verizon Wireless customers in Durham should keep the following in mind if they send a text to 911 during the trial period:

- Customers should use the texting option only when calling 911 is not an option.

- It can take longer to receive a text message because someone must enter the text, the message then goes through the system, and the 911 telecommunicator must read the text and then text back. Picking up the phone and calling 911 is still the most efficient way to reach emergency help. Texting is not always instantaneous, which is critical during a life-threatening emergency.

- Providing location information and nature of the emergency in the first text message is imperative since the Durham Emergency Communications Center will not be able to access the cell phone location or speak with the person who is sending the text. Text abbreviations or slang should never be used so that the intent of the dialogue can be as clear as possible.

- Customers must be in range of cell towers in the Durham County area. If customers are outside or near the edge of the county, the message may not reach the Durham Emergency Communications Center.

- Texts sent to 911 have the same 160 character limit as other text messages.

- Verizon Wireless customers must have mobile phones that are capable of sending text messages. Any text message to 911 will count either against their messaging bundle or be charged at 20 cents each.

- The texting function should only be used for emergency situations that require an immediate response from police, fire or emergency medical services. Non-emergency issues should still be communicated to the Durham Emergency Communication Center through its non-emergency line at (919) 560-4600.

According to Soukup, the recent installation of Intrado's next-generation 911 technology is providing the Durham Emergency Communication Center with the building blocks necessary to the support additional services beyond text messaging, such as receiving cell phone pictures and video clips as well as advanced address intelligence. "We are the first center in North Carolina, and one of a relatively small number in the United States, to have next-generation 911 technology. Our center is now taking a giant step toward having capabilities that we've never had before. We are also working toward being able to accept cell phone images submitted by callers, which in turn can be used by our police or fire departments to see the scene before they even arrive," Soukup said. "At the end of the day, we're going to be able to provide faster and better service, not only to our residents and visitors, but to our emergency response departments as well. This text messaging trial is just the beginning."

The next-generation 911 technology upgrade, approved by City Council in September 2009, cost $103,500 and was funded by the 911 Surcharge Revenue Fund.

For more information about the "text-to-911" trial, visit the City's website at www.DurhamNC.gov/Departments/911; watch the latest episode of "*CityLife*" on DTV8 (Time Warner Cable channel 8) or on demand at www.DurhamNC.gov/DTV8/CityLife.cfm ; or contact Soukup at (919) 560-4191 or by e-mail at James.Soukup@DurhamNC.gov.

About Durham Emergency Communications Center

The Durham Emergency Communications Center is dedicated to promoting, preserving, and protecting the safety and security of all residents and visitors in Durham. The center provides 24-hour, seven-day-a-week 911 access to residents, visitors, and user agencies in and around Durham County. Services include emergency and non-emergency requests as well as dispatch for police, fire, EMS, and other City/County support agencies. The Durham Emergency Communications Center has earned the internationally recognized APCO Project 33 Certification from the Association of Public Safety Communications Officials International, Inc., Emergency Medical Dispatch Accreditation by the National Academy of Emergency Medical Dispatch, and accreditation by the Commission for Accreditation of Law Enforcement Agencies. The center was the first, and currently, one of only three centers in the world to hold these three accreditations simultaneously. To learn more, visit www.DurhamNC.gov/Departments/911.

About Verizon Wireless

Verizon Wireless operates the nation's fastest, most advanced 4G network and largest, most reliable 3G network. The company serves 106.3 million total wireless connections, including 89.7 million retail customers.

Headquartered in Basking Ridge, N.J., with 83,000 employees nationwide, Verizon Wireless is a joint venture of Verizon Communications (NYSE, NASDAQ: VZ) and Vodafone (LSE, NASDAQ: VOD). For more information, visit www.VerizonWireless.com. To preview and request broadcast-quality video footage and high-resolution stills of Verizon Wireless operations, log on to the Verizon Wireless Multimedia Library at www.VerizonWireless.com/Multimedia.

About Intrado

In business for more than 30 years, Intrado, a subsidiary of West Corporation, has maintained a focus and passion for saving lives and supporting the needs of public safety. Agencies and telecommunication services providers throughout the world depend on Intrado for emergency communication services and technology. Intrado's dedicated focus on emergency communications technology allows the company to continue pioneering network innovations that improve emergency response. For more information, visit www.Intrado.com.

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Durham 911 Center
Texting Option for Emergency Help
Frequently Asked Questions

Effective August 2012

What is "text-to-911" technology?
Durham residents and visitors who are also Verizon Wireless customers can send a text message to 911 for emergency help. Since Verizon Wireless is the service provider, only Verizon Wireless customers will be able to send a text message to 911; all other wireless customers (such as AT&T, Sprint, T-Mobile, etc.) must continue to ***call*** 911 for emergency help.

The texting option is specifically designed for two types of emergency scenarios – potential victims who don't want for someone to hear them make a 911 voice call as well as deaf or hard-of-hearing residents and visitors who may be unable to speak to a telecommunicator. Since the way people communicate is evolving and 911 centers across the nation are evaluating how to adapt to the digital age, Durham is offering multiple ways for people to reach out to 911 when they need help.

What are the limitations of "text-to-911" technology?
Verizon Wireless customers in Durham should keep the following in mind if they send a text to 911 during the trial period:

- Customers should use the texting option only when calling 911 is not an option. It can take longer to receive a text message because someone must enter the text, the message then goes through the system, and the 911 telecommunicator must read the text and then text back. Picking up the phone and calling 911 is still the most efficient way to reach emergency help. Texting is not always instantaneous, which is critical during a life-threatening emergency.
- Providing location information and nature of the emergency in the first text message is imperative since the Durham Emergency Communications Center will not be able to access the cell phone location or speak with the person who is sending the text. Text abbreviations or slang should never be used so that the intent of the dialogue can be as clear as possible.
- Customers must be in range of cell towers in the Durham County, N.C. area. If customers are outside or near the edge of the county, the message may not reach the Durham Emergency Communications Center.
- Texts sent to 911 have the same 160 character limit as other text messages.
- Verizon Wireless customers must have mobile phones that are capable of sending text messages. Any text message to 911 will count either against their messaging plan or be charged at 20 cents each.
- Messaging software pre-loaded onto the Droid from Motorola (original version) does not format text messages correctly when the digits 911 are entered as the "To" address. Installing the free "Verizon Messages" application for Droids (version 1.3.24a) from Google Play fixes this issue.
- The texting function should only be used for emergency situations that require an immediate response from police, fire, or emergency medical services. Non-emergency issues should still be communicated to the Durham Emergency Communication Center by calling its non-emergency line at (919) 560-4600.

Is Durham the first community in North Carolina to try this new technology?
The Durham Emergency Communication Center remains the first 911 center in North Carolina, as well as the one of the first 911 centers in the United States, to enable "text-to-911" technology using 911 digits and live-call takers.

Why did the City of Durham participate in a trial for "text-to-911" technology?
Since August 2011, Durham residents and visitors who were also Verizon Wireless customers could send a text message to 911 for emergency help as part of a trial to test the potential of permanently offering this new technology. After reviewing the data to determine whether this technology will be offered beyond the trial period, the Center will now accept emergency text messages from Verizon Wireless customers on a permanent basis.

The "text-to-911" technology is part of a collaboration between the City of Durham, Verizon Wireless, and Intrado. Intrado, which is an emergency communications technology provider, installed next-generation 911 software at the Durham Emergency Communications Center in 2011, which enables text messaging between the Center and Verizon Wireless customers.

What is next-generation 911 technology and how does it support "text-to-911" capabilities?
The August 2011 installation of Intrado's next-generation 911 technology provided the Durham Emergency Communication Center with the building blocks necessary to the support additional services beyond text messaging, such as receiving cell phone pictures and video clips as well as advanced address intelligence.

The Durham Emergency Communications Center remains the first center in North Carolina, and one of a relatively small number in the United States, to have next-generation 911 technology. The Center is now taking a giant step toward having capabilities that it's never had before, such as working toward being able to accept cell phone images submitted by callers, which in turn can be used by police or fire departments to see the scene before they even arrive.

At the end of the day, the Center is going to be able to provide faster and better service, not only to Durham residents and visitors, but to emergency response departments as well. This text messaging trial is just the beginning.

How much are the "text-to-911" and next-generation 911 software costing the City?
The year-long "text-to-911" software trial period was at no cost to the Durham Emergency Communications Center. The next-generation 911 technology upgrade, approved by City Council in September 2009, cost $103,500 and was funded by the 911 Surcharge Revenue Fund.

If I need more information about this technology, or just want general information about the Durham Emergency Communications Center, where can I go?
- Visit the City's website at http://DurhamNC.gov/ich/op/911/Pages/Home.aspx
- Contact Jim Soukup, director of the Durham Emergency Communications Center, at (919) 560-4191 or by email at James.Soukup@DurhamNC.gov.
- "Like" the Durham Emergency Communications Center's Facebook page at http://www.Facebook.com/Durham911.

FREDERICK COUNTY GOVERNMENT
DIVISION OF EMERGENCY MANAGEMENT
John (Jack) E. Markey, Director

340 Montevue Lane
Frederick, Maryland 21702

www.FrederickCountyMD.gov

O: 301-600-6790 F: 301-600-6026

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Kirby Delauter

Lori L. Depies, CPA
County Manager

FOR IMMEDIATE RELEASE

FREDERICK COUNTY MARYLAND'S EMERGENCY COMMUNICATION CENTER LAUNCHES TEXT to 911 for VERIZON WIRELESS CUSTOMERS

March 21, 2013 - Verizon Wireless customers in Frederick County, Maryland can now send a short message service (SMS) text message to 911 for emergency help when unable to make a 911 voice call. This service will be available to any Verizon Wireless customer within range of cell towers located in Frederick County. Text to 911 is intended primarily for use in two emergency scenarios: for those individuals who are hearing impaired and for those unable to make a voice call, for example during a medical emergency that renders the person incapable of speech, or in the instance of a home invasion or abduction where the sound of a voice call may increase risk to the caller.

"Ensuring the safety of residents and visitors in Frederick County is a primary strategic goal of the Board of County Commissioners and our public safety agencies," said Board of County Commissioners President, Blaine R. Young. "Text to 911 could be a life-saver, especially for people who might otherwise not be able to make a voice call. I congratulate our team members for their work in establishing this important service in cooperation with Verizon Wireless, TeleCommunication Systems, Inc., and the State of Maryland's Emergency Number Systems Board.

Director of Emergency Management, Jack Markey, stated "Services like Text to 911 are the leading edge of the Next Generation 911 technologies that will enhance our abilities to better serve those who may need to contact public safety agencies. Our Emergency Communications Center is proud to be a part of advancing technology to more efficiently and effective serve our customers."

"Verizon Wireless has been at the forefront of working with public safety stakeholders to bring Text to 911 to our customers," said Richard Craig, director of engineering for Verizon Wireless. "Our SMS911 National Gateway enables us to bring reliable emergency communications to public safety answering points (PSAPs) across the country. We were proud to work alongside the team in Frederick County and TeleCommunication Systems, Inc. (TCS), to deploy this new solution."

Important information for Verizon Wireless customers in Frederick County, MD

Verizon Wireless customers in Frederick County, MD should keep the following in mind if they send a text to 911:

- Customers should use the texting option only when calling 911 is not an option.
- Using a phone to call 911 is still the most efficient way to reach emergency help. Texting is not always instantaneous, which is critical during a life-threatening emergency. It may take slightly longer to dispatch emergency services in a text to 911 situation because of the time involved: someone must enter the text, the message must go over the network and the 911 telecommunicator must read the text and then text back.
- Providing location information and nature of the emergency in the first text message is imperative, since the Frederick County Emergency Communications Center will receive only an approximate location of the cell phone, and will not be able to speak with the person sending the text. Text abbreviations or slang should never be used so that the intent of the dialogue can be as clear as possible.
- Customers must be in range of cell towers in the Frederick County area. If customers are outside or near the edge of the county, the message may not reach the Frederick County Emergency Communications Center.
- Texts sent to 911 have the same 160-character limit as other text messages.

- Verizon Wireless customers who use Usage Controls should remove this feature to ensure full text to 911 capability.
- Verizon Wireless customers must have mobile phones capable of sending text messages.
- The solution is available for customers who use the SMS provided by Verizon Wireless. It is not available for third-party text messaging applications that can be downloaded to the phone or for applications that do not use SMS technology.
- The texting function should only be used for emergency situations that require an immediate response from police, fire or emergency medical services. Non-emergency issues should still be communicated to the Frederick County Emergency Communications Center through its non-emergency line at (301) 600-1603.
- SMS911 should only be to communicate between emergency help and the texter with no pictures, video, other attachments or other recipients appended to the message.

About the SMS Solution

The Verizon Wireless SMS911 National Gateway has three text to 911 delivery options: a web browser solution known as GEM911 for PSAPs (public safety answering points) with Internet access and web browser capability; a Direct IP solution for next-generation IP-enabled PSAPs with call taker workstations that have integrated text handling software; and an SMS to TTY solution for legacy PSAPs.

The Frederick County Emergency Communications Center joins the ranks of PSAPs to use the SMS911 gateway; a significant step in making text to 911 available for PSAPs more broadly. The deployment follows the recent announcement earlier this last year from Verizon Wireless and TCS to make available a national text to 911 solution. Since pioneering U.S. wireless E9-1-1 in 1998, TCS has continued to build and enhance innovative public safety solutions for wireless E911, NG911 and SMS911. A comprehensive end-to-end SMS 911

service provider, TCS offers a quick-to-deploy SMS911 portfolio with flexible and scalable options for PSAPs, regardless of their legacy or stage of transition.

About Frederick County, Maryland

Frederick County is geographically the largest county in Maryland, comprised of 644 square miles. The County seat (City of Frederick) is centrally located in the County and is located approximately 40 miles west of Baltimore and 40 miles northwest of Washington, DC at the intersection of five major highways. Frederick County is home to over 239,582 residents according to the most recent U.S. Census estimate. The Frederick County Emergency Communications Center receives all 9-1-1 calls that originate within Frederick County, which amounted to 128,049 in calendar year 2012. Together with our partner public safety agencies we answered an additional 208,157 non-emergency calls and placed 92,752 calls in support of our mission. First to deploy text to 9-1-1 in Maryland, Frederick County was also first to implement geographically-diverse next generation 9-1-1 hardware to minimize the risk of 9-1-1 failures and prepare for the move to next-generation 9-1-1 services.
For more information on Frederick County see:
http://www.discoverfrederickmd.com/index.cfm or www.frederickcountymd.gov

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STATE OF MAINE
PUBLIC UTILITIES COMMISSION

THOMAS L. WELCH
CHAIRMAN

DAVID P. LITTELL
MARK A. VANNOY
COMMISSIONER

HARRY LANPHEAR
ADMINISTRATIVE DIRECTOR

FOR IMMEDIATE RELEASE
June 4, 2013

FOR MORE INFORMATION:
Cliff Wells, Dept. of Public Safety, (207) 624-7001
Harry Lanphear, Public Utilities Commission (207) 287-3831

MAINE DPS COMMUNICATION CENTERS LAUNCH TEXT TO 911 FOR VERIZON WIRELESS CUSTOMERS

AUGUSTA, ME- Verizon Wireless customers in Maine can now send a short message service (SMS) text message to 911 for emergency help when unable to make a 911 voice call. This service will be available to any Verizon Wireless customer within range of a Maine Verizon Wireless cell tower.

Text to 911 is intended primarily for use in two emergency scenarios: for those individuals who are hearing impaired and for those unable to make a voice call, for example during a medical emergency that renders the person incapable of speech, or in the instance of a home invasion or abduction.

"The safety of residents and visitors in Maine is our number-one concern. Text to 911 could be a life-saver, especially for people who might otherwise not be able to make a voice call. I congratulate my team members and the Public Utilities Commission for their work in establishing this service and for setting an example for other public safety professionals," said John Morris, Commissioner of the Maine Department of Public Safety.

"Verizon Wireless has been at the forefront of working with public safety stakeholders to bring text to 911 to our customers," said Richard Craig, director of engineering for Verizon Wireless. "The SMS911 National Gateway enables us to bring reliable emergency communications to PSAPs across the country. We were proud to work alongside the team in Maine and TeleCommunication Systems, Inc. (TCS), to deploy this new solution." The deployment in Maine follows the recent announcement earlier this year from Verizon Wireless and TCS to make available a national text to 911 solutions.

Important information for Verizon Wireless customers in Maine

Verizon Wireless customers in Maine should keep the following in mind if they send a text to 911:

- Customers should use the texting option only when making a voice call to 911 is not an option.
- Using a phone to call 911 is still the most efficient way to reach emergency help. Texting is not always instantaneous, which is critical during a life-threatening emergency. It will probably take slightly longer to dispatch emergency services in a text to 911 situation in Maine because of the time involved: someone must enter the text, the message must go over the network and must be processed by the 911 telecommunicator's TTY equipment, and the telecommunicator must then read the text and then text back through the TTY equipment."
- Providing location information and nature of the emergency in the first text message is imperative, since the DPS Communications Center will receive only an approximate location of the cell phone, and will not be able to speak with the person sending the text. Text abbreviations or slang should never be used so that the intent of the dialogue can be as clear as possible.
- Customers must be in range of Verizon cell towers in Maine. If customers are outside or near the edge of the state, the message may not reach a Maine DPS Communications Center.
- Texts sent to 911 have the same 160-character limit as other text messages.
- Verizon Wireless customers who use Usage Controls should remove this feature to ensure full text to 911 capability.
- Verizon Wireless customers must have mobile phones that are capable of sending text messages.
- The solution is available for customers who use the SMS provided by Verizon Wireless. It is not available for third-party text messaging applications that can be downloaded to the phone or for applications that do not use SMS technology.
- The texting function should only be used for <u>emergency</u> situations that require an immediate response from police, fire or emergency medical services. SMS911 should only be to communicate between emergency help and the texter with no pictures, video, other attachments or other recipients appended to the message.

About the SMS Solution

The Verizon Wireless SMS911 National Gateway has three text to 911 delivery options: a web browser solution known as GEM911 for PSAPs (public safety answering points) with Internet access and web browser capability; a Direct IP solution for next-generation IP-enabled PSAPs with call taker

workstations that have integrated text handling software; and an SMS to TTY solution for legacy PSAPs.

With this step, the Maine DPS Communications Centers join the ranks of PSAPs using the SMS911 gateway. This is a first significant milestone in making text to 911 available for all customers and through all carriers.

News Release 2012-220

NEWS RELEASE
York County Public Information
757-890-3300 • FAX 757-890-3315
yorkcounty.gov/publicinfo

York County's Emergency Communications Center Launches Text to 911 for Verizon Wireless Customers

First in US to Use the Verizon Wireless SMS911 National Gateway

December 10, 2012

FOR IMMEDIATE RELEASE

Verizon Wireless customers in York County, Poquoson and Williamsburg, can now send a short message service (SMS) text message to 911 for emergency help when unable to make a 911 call. This service will be available to any Verizon Wireless customer within range of a York County, Poquoson, and Williamsburg cell tower. Text to 911 is intended primarily for use in two emergency scenarios: for those individuals who are hearing impaired and for those unable to make a voice call, for example during a medical emergency that renders the person incapable of speech, or in the instance of a home invasion or abduction.

"The safety of residents and visitors in York County, Poquoson and Williamsburg is our number-one concern. Text to 911 could be a life-saver, especially for people who might otherwise not be able to make a voice call. I congratulate my team members for their work in establishing this service and for setting an example for other public safety professionals," said York-Poquoson-Williamsburg Emergency Communications Chief Terry Hall.

"Verizon Wireless has been at the forefront of working with public safety stakeholders to bring text to 911 to our customers," said Richard Craig, director of engineering for Verizon Wireless. "Our SMS911 National Gateway enables us to bring reliable emergency communications to PSAPs across the country. We were proud to work alongside the team in York County and TeleCommunication Systems, Inc. (TCS), to deploy this new solution."

Important information for Verizon Wireless customers in York County, Poquoson and Williamsburg

Verizon Wireless customers in York County, Poquoson and Williamsburg should keep the following in mind if they send a text to 911:

- Customers should use the texting option only when calling 911 is not an option.

- Using a phone to call 911 is still the most efficient way to reach emergency help. Texting is not always instantaneous, which is critical during a life-threatening emergency. It may take slightly longer to dispatch emergency services in a text to 911 situation because of the time involved: someone must enter the text, the message must go over the network and the 911 telecommunicator must read the text and then text back.
- Providing location information and nature of the emergency in the first text message is imperative, since the York-Poquoson-Williamsburg Emergency Communications Center will receive only an approximate location of the cell phone, and will not be able to speak with the person sending the text. Text abbreviations or slang should never be used so that the intent of the dialogue can be as clear as possible.
- Customers must be in range of cell towers in the York County, Poquoson and Williamsburg area. If customers are outside or near the edge of the county, the message may not reach the York-Poquoson-Williamsburg Emergency Communications Center.
- Texts sent to 911 have the same 160-character limit as other text messages.
- Verizon Wireless customers who use Usage Controls should remove the Usage Controls feature to ensure full text to 911 capability.
- Verizon Wireless customers must have mobile phones that are capable of sending text messages. Any text message to 911 will count either against their messaging bundle or be charged at 20 cents each. Customers on ShareEverything plans have unlimited texts as part of their plans, including text to 911.
- The solution is available for customers who use the SMS provided by Verizon Wireless. It is not available for third-party text messaging applications that can be downloaded to the phone or for applications that do not use SMS technology.
- The texting function should only be used for emergency situations that require an immediate response from police, fire or emergency medical services. Non-emergency issues should still be communicated to the York-Poquoson-Williamsburg Emergency Communication Center through its non-emergency line at (757) 890-3621.

About the SMS Solution

The Verizon Wireless SMS911 National Gateway has three text to 911 delivery options: a web browser solution known as GEM911 for PSAPs (public safety answering points) with Internet access and web browser capability; a Direct IP solution for next-generation IP-enabled PSAPs with call taker workstations that have integrated text handling software; and an SMS to TTY solution for legacy PSAPs.

The York-Poquoson-Williamsburg Emergency Communications Center is the first PSAP to use the new SMS911 gateway; a significant step in making text to 911 available for PSAPs more

broadly. The deployment follows the announcement earlier this year from Verizon Wireless and TCS to make available a national text to 911 solutions.

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