



Text-to-911

» PROJECT OVERVIEW

The Tennessee Emergency Communications Board (TECB) is actively working to initiate Text-to-911 service across the state. Text-to-911 service is an important step in advancing the emergency services available to the citizens of Tennessee, especially the deaf and hard of hearing community.

Text-to-911 will provide an alternative method of reaching 911 for all citizens when speech is not possible or making a voice call to 911 might be unsafe.

» WHO IS IMPACTED

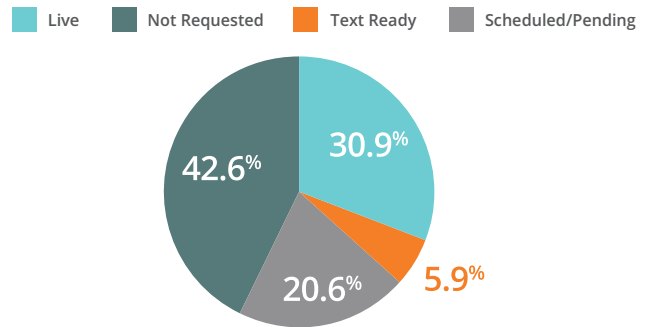
All Emergency Communications Districts (ECDs) and Public Safety Answering Points (PSAPs) that opt in to integrated Text-to-911 service will be impacted by this project.

» CURRENT STATUS – AUGUST UPDATES

PSAPs are deploying Text-to-911 using the interim service provided by AT&T. Mission Critical Partners (MCP) completed outreach and identified that 41 PSAPs have gone live with Text-to-911 service. PSAPs fall into one of five categories:

- » **Live.** PSAP has successfully completed testing with the Text Control Center (TCC) provider and the wireless carriers, and the Text-to-911 service is functioning today.
- » **Text Ready.** PSAP has successfully completed testing with the TCC provider and the 911 network is ready. The PSAP must then work with the wireless carriers to enable the service.
- » **Scheduled.** PSAP has requested service from the TCC and has a date to establish 911 network readiness.
- » **Pending.** PSAP needs a software update or technical support to prepare the Call Handling Equipment (CHE) to take Text-to-911 requests and establish a date for text testing.
- » **Not Requested.** The PSAP has not requested Text-to-911 service from the service provider.

Text-to-911 Statewide Status August 2021



STEPS TO DEPLOYMENT

1. Validate readiness with your CHE vendor
2. Initiate the deployment process with Eddie Burchell, the TECB Director of Technology
3. Complete the data collection sheet for AT&T
4. Host VPN planning call (technical resource involvement)
5. Intrado completes provisioning (TCC, SBC, VPN, equipment)
6. Text-to-911 router installed at PSAP
7. Test PSAP to TCC connection and functionality
8. Complete wireless carrier request for service
9. Conduct wireless carrier Text-to-911 testing

This process can take up to six months to complete end-to-end.

» NEXT STEPS

Intrado requires lab testing and certification with CHE vendors to validate service availability. If not already complete, the TECB recommends that ECDs begin discussions with their CHE vendors to understand if Text-to-911 is supported with the current call handling software version at the PSAP or if upgrades will be needed. This support is required for both the interim and long-term solution that will be available as part of the AT&T nationwide solution. When a PSAP is deployed on the nationwide NG911 solution, Text-to-911 will be integrated into the service.