



# 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

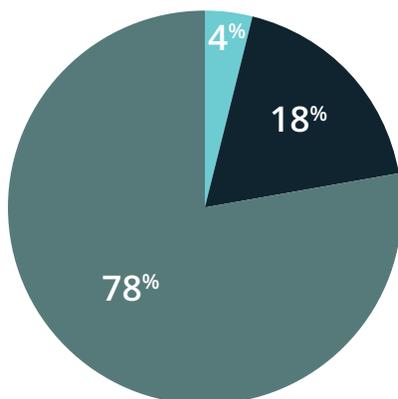
All Emergency Communications Districts (ECDs) and PSAPs that opt in to integrated text-to-911 service will be impacted by this project.

## CURRENT STATUS – FEBRUARY UPDATES

On September 27, 2018, the TECB Board voted to proceed with text-to-911 deployments using a new approach presented by AT&T. The TECB classifies PSAPs as deployed and in-progress. Deployed PSAPs have announced text-to-911 is live and in-progress, indicates the PSAP is in the process of becoming text ready. Seven PSAPs have deployed text-to-911 and 33 are working through the deployment process.

**Text-to-911 Status**  
February 2020

■ Text Ready ■ In Progress ■ Pending



## Steps to Deployment

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

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

Intrado requires lab testing and certification with CPE vendors to validate service availability. The list below highlights those who have completed testing with Intrado:

- Intrado (Positron 5.1 or higher)
- Vesta/Motorola (R6)
- Solacom
- Emergency Call Works/Motorola
- Trittech (Central Square)
- Zetron

## NEXT STEPS

If not already complete, the TECB recommends that ECDs begin discussions with their CPE 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.