Text-to-911

PROJECT OVERVIEW

Text-to-911 is not yet available, however, TECB is actively working to enable integrated text-to-911 service utilizing the State's robust Next Generation 911 (NG911) network, NetTN, to deliver SMS text messages directly to the customer premise equipment (CPE). 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.

PLANNING FOR DEPLOYMENT

While integrated text-to-911 service is not yet available, TECB has been working with vendors to prepare for quick action as soon as the service is live.

When available, deployment of text-to-911 over NetTN will involve a multi-step process. The Comtech Next Generation 911 Deployment Team will support PSAPs with the step-by-step deployment process assisting with pre-deployment steps, scheduling, and testing.

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 — AUGUST UPDATES

The current status remains similar to the status provided in May. The TECB still awaits completion of the AT&T core software update required for Text-to-911. TECB has escalated its concerns with the vendors, and additional lab-testing is planned for mid-August. The target is for PSAPs to be able to deploy Text-to-911 service this fall.

NEXT STEPS

As testing progresses and dates for installation are solidified, the TECB will update the ECDs and CPE vendors. In the meantime, the TECB is working with the CPE vendors to understand which PSAPs have software capable of receiving Text-to-911. This effort will help with coordination and planning when integrated Text-to-911 becomes available.

To prepare, the TECB recommends that ECDs begin discussions with their CPE vendors to understand if integrated text is supported in current software version or if upgrades will be needed.