TN Department of
Commerce &
Insurance

| Tennessee Emergency
Communications Board

911

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

Marshall County, TN completed the first office application (FOA) of integrated text-to-911 in October of 2017. This testing demonstrated that the service worked as expected and enabled two-way text communication between the 'caller' and telecommunicator.

To make integrated texting available statewide, an additional software update to NetTN is required. This update is currently being tested.

NEXT STEPS

TECB will provide updated information regarding the NetTN software update along with an information sheet that provides PSAPs with the details needed to initiate deployment.

To prepare, you can talk with your CPE vendors to understand if integrated text is supported by your current software version or if upgrades will be needed.