

TEXT-TO-911

PROJECT OVERVIEW

The Tennessee Emergency Communications Board (TECB) is actively working to initiate Text-to-911 service across the state. The TECB won the Agency of Distinction Award from The ARC Tennessee for their work and for bringing equal access to those in need of emergency services.

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 provides 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 are not already live with Text-to-911 service will be impacted by this project. The state deadline for deployment was the end of June 2023.

QUARTERLY PROGRESS — AUGUST 2023

Over the last quarter, there has been a lot of activity – many new PSAPs have gone LIVE and a number of others have made significant progress with testing. In total, 78 PSAPs are live with text-to-911 (covering 79% of the population), 7 PSAPs are ready to go live, and 49 PSAPs are waiting to test for one reason or another. All PSAPs fall into one of these four 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 is ready to test and has a date setup with the TCC provider to do so.
- **PENDING.** PSAP needs a software update or technical support to prepare the Call Handling Equipment (CHE) to take Text-to-911, or the PSAP is planning to deploy the web-text solution and is awaiting a date to test.

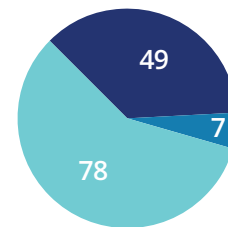
REMAINING PSAPS

Today, there are 56 PSAPs that still do not have Text-to-911 service deployed. Seven are Text-Ready PSAPs that are in the process of deploying the service with the Wireless carriers. Of the remaining 49 PSAPs: There are 20 that are in the process of deploying an over-the-top web-based text solution. There are 20 that are waiting for their i3 cutover to AT&T ESInet before they can test and deploy Text-to-911 service. There are 3 that need to first finish their migration to a new call-handling system. Lastly, there are 6 that are working through issues related to CHE or resourcing.

TEXT-TO-911 PROGRESS

August 2023

■ Scheduled/Pending ■ Text-Ready ■ Live



Steps to Deployment

1. Validate readiness with your CHE vendor
2. Complete the data collection sheet for Intrado
3. Attend project planning calls with Intrado (Technical)
4. Intrado completes provisioning (TCC, Session Border Controller (SBC), etc.)
5. Test PSAP to TCC connectivity and functionality (text ready)
6. Register with the FCC
7. Send Request For Service (RFS) letters to wireless carriers
8. Conduct wireless carrier Text-to-911 functionality testing
9. Go live!

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