



# 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

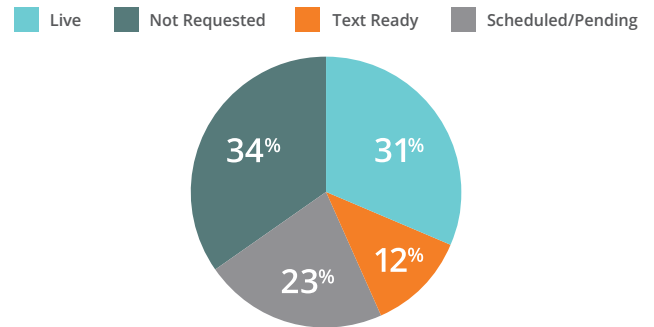
All Emergency Communications Districts (ECDs) and Public Safety Answering Points (PSAPs) that are not already live with integrated Text-to-911 service will be impacted by this project.

## » CURRENT STATUS – NOVEMBER UPDATES

PSAPs are ordering and deploying integrated Emergency Services IP Network (ESInet) based Text-to-911 service provided by AT&T. Currently, 43 PSAPs have gone live, 47 PSAPs have requested service and 46 PSAPs have not yet requested 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 November 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. Attend project planning calls with Intrado (Technical)
5. Intrado completes provisioning (TCC, SBC, etc.)
6. Test PSAP to TCC connectivity and functionality (text ready)
7. Complete wireless carrier request for service
8. Conduct wireless carrier Text-to-911 functionality
9. Go live!

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 software version. Many PSAPs will need upgrades, so PSAPs should plan accordingly. The goal is to have all requests for service from PSAPs with text-capable CHEs by end of 2021. For PSAPs that have already started the process, the goal is to complete the deployment and go live in 2022. Mission Critical Partners (MCP) and the TECB will be tracking progress and reaching out to PSAPs as needed throughout 2022.