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 – AUGUST UPDATES

PSAPs are deploying text-to-911 using the interim service provided by AT&T. PSAPs fall into one of four categories:

•   Pending – PSAP has not requested service
•   Text Ready – PSAP is pending go-live with the wireless service providers
•   In Progress – PSAP has requested service and is in some stage of deployment
•   Live – PSAP has gone live and is now accepting text-to-911 requests for service

Text-to-911 Status
August 2020

■ Pending   ■ Text Ready   ■ In Progress   ■ Live
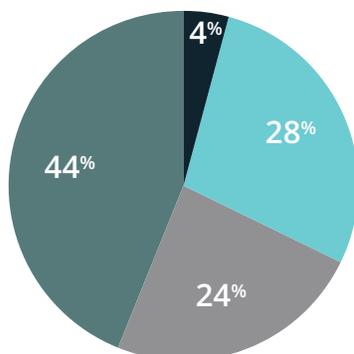
Steps to Deployment

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
•   Tritech (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. When a PSAP is deployed on the nationwide NG911 solution, text-to-911 will be integrated into the service.