Text to 9-1-1: Where Are We?

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AT&T Mobility

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Text to 9-1-1: Where Are We?

- *This information is believed accurate, but was gathered from multiple sources.*

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- *The information presented may change, and new technological developments may render some or all of it out of date.*

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Meanwhile, is there an "interim" text solution to reach 9-1-1 for those who really need to use text?

<u>The "interim" solution will be our main focus today</u>

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Text to 9-1-1: WHY Can't We Do It Now?

Ever Tried to text a wireline phone? You can't do it!

- **No messaging capability in the legacy voice network**

- **No way to display messages**

- **Not designed for text and upgrades not practical**

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Text to 9-1-1: WHY Can't We Do It Now?

The same limitations apply in a traditional PSAP.

Existing network designed for voice calls and stored ALI records, not a two way exchange of written information

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What's Happening Now?

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AT&T: Vermont, statewide trial, Intrado

Sprint: 2013, Statewide trial in Vermont. Now ended.

AT&T: Another Statewide trial and a county level trial being prepared.
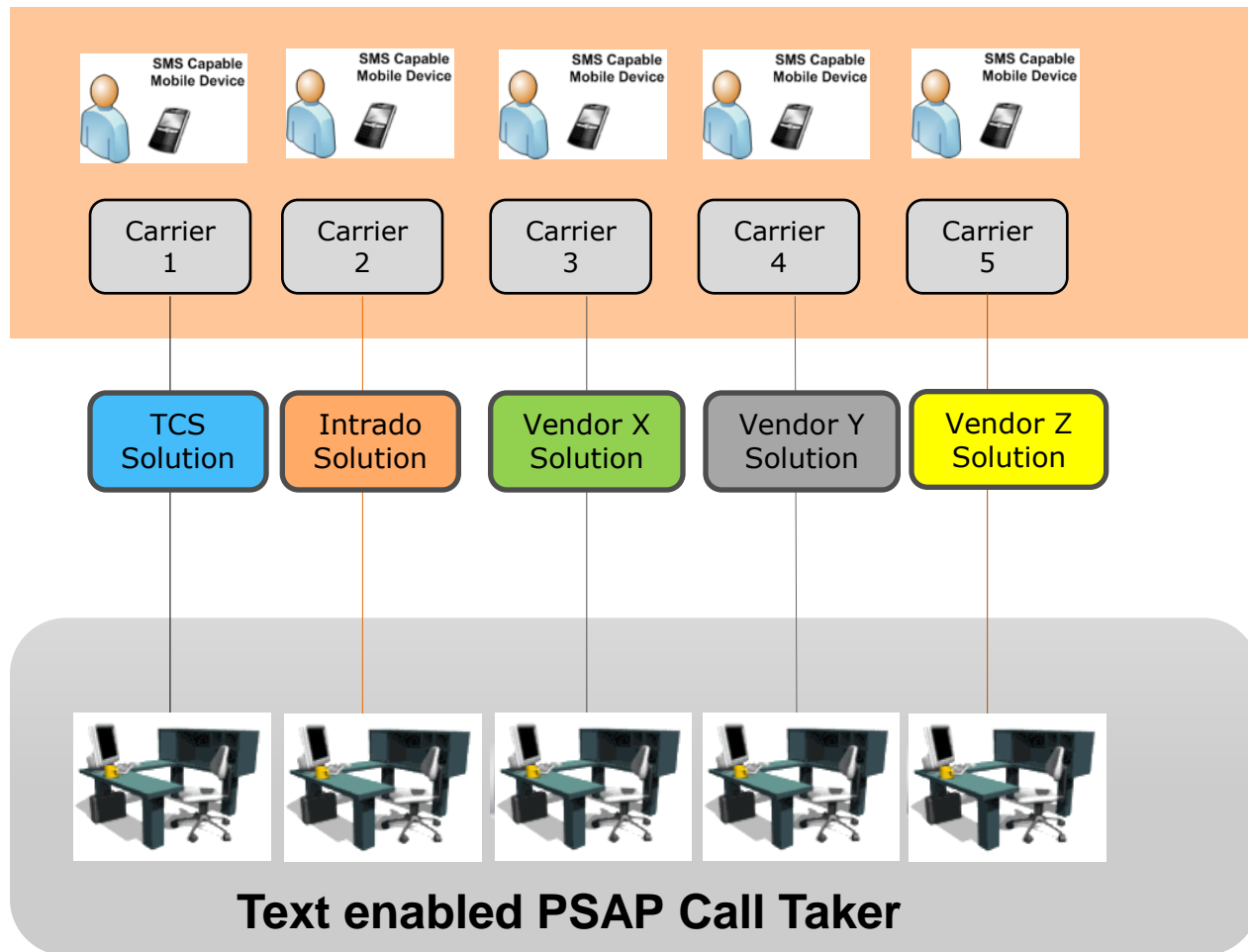
What's Happening Now?

Limitations in the trials:

Some trials used one wireless service provider and one PSAP – no routing required

Multiple PSAPs but one wireless service provider required no standardization of message delivery.

Standards needed, not available until earlier this year…

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Potential for Industry Fragmentation

A terminal for every Carrier Solution is not workable

AT&T Approach to SMS and 9-1-1:

- **Develop technically neutral architecture that allows multiple vendors to participate**

- **Learn the strengths and weaknesses of SMS for emergency communications**

- **Most important, develop a set of standards that allows interim solution to serve <u>any</u> PSAP wanting to receive SMS messages**

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Is it Text to 9-1-1 or is it SMS ??

Text can take many forms: email, TTY, RTT, IM, SMS

SMS means "Short Message Service." Designed specifically for casual messaging on wireless handsets.

Common assumption is that it's simple to use SMS to contact 9-1-1 centers.

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SMS Has Limitations

"Best Effort" Service

Presently, no confirmation of delivery or message failure

Store and forward technology: messages can be delayed or arrive out of order

Not much problem for casual messaging to friends

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SMS Has Limitations

- **All trials so far use SMS, in spite of its limitations.**

- **Even so, the growing number of trials have variations in approach.**

- **An interoperable, nationwide solution for SMS to 9-1-1 is needed: Must serve multiple carriers and multiple vendors**

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Now we can proceed: STANDARDS !

- ATIS and ESIF collaborated on developing a standard for texting from mobile handsets to PSAPs. NENA was co-convenor of the forum.

- AT&T and other wireless service providers participated.

- **In 2013:** J-STD 110 published, defining the interim solution.

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Recent Developments

Dec. 2012

National Wireless Providers Announced:

- *<u>Voluntary Commitment</u> to nationwide SMS to 9-1-1 capability available by May 15, 2014*

- *Bounceback messages available in areas where PSAPs will not participate by June 30, 2013*

- *Multiple delivery methods (TTY, web browser, ESINet)*

(AT&T Mobility, Sprint, T-Mobile and Verizon Wireless)

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What's Happening <u>Next</u>?

How It Will Work:

- *A PSAP must request service, and affirm it is technically ready*

- *PSAP must cover its owns costs of getting ready (if any)*

- *Wireless Provider will provide service within six months, and will deploy with or without cost recovery from governments or PSAPs*

- *Customer's account must support texting service and handset must support the three digit short code of 9-1-1*

- *Will not work when customer roams on another network (Also no international service)*

- *Location information will be available, but not <u>always</u> Phase II. It may be site and sector information.*

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Any Questions ?

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Thank You and Remember:

<u>PLEASE</u> Don't Text and Drive!

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Text to 9-1-1:
Where Are We?

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