Overview of Verizon Wireless SMS911 National Gateway Service Offering

The Verizon Wireless (VZW) SMS911 service provides support for Verizon Wireless subscribers to send 9-1-1 SMS text messages to PSAPs and for subscribers to receive text replies from PSAPs.

- Verizon Wireless customers with SMS service are able to send emergency SMS messages to the PSAP through the single short code: "911"
- There are current three options for a PSAP to receive messages:
    - **GEM 9-1-1** is a web browser-based client that can be accessed from any computer having public internet access. Connectivity using a VPN tunnel is also an option.
    - **Direct IP** for PSAPs that have IP-capable equipment with integrated text handling software. This includes PSAPs with i3-type IP networks and equipment.
    - **SMS converted to TTY** using existing 911 Selective Router and ALI.
- In order to receive SMS-to-911 messages the PSAP must "Opt-In":
    - ✓ PSAP must explicitly "Opt In" for either the GEM 9-1-1 client, Direct IP or TTY solutions.
    - ✓ In areas where there is no PSAP text coverage, the 911 texter receives the default message, "*Please make a voice call to 911. There is no text service to 911 available at this time."*
- VZW/TCS routes SMS to appropriate PSAP over the selected interface based on the cell site location.
    - ✓ Provides PSAP with a latitude/longitude location of the calculated centroid for the center of the cell site RF coverage (e.g. coarse location) using VZW commercial location positioning server.
    - ✓ For precise location, texter must have downloaded the VZW Location Agent (available on selected handsets) & have the location privacy setting turned "on".
- The VZW SMS911 Gateway solution is only available to valid Verizon Wireless subscribers with a text-capable phone and service plan that includes text messaging.
- The solution is not limited to deaf and hard of hearing customers.

SMS to 911 Delivery Options (High-level PSAP Requirements):

There are four options for interconnectivity with VZW SMS911 National Gateway Service Offering.

1. SMS to PSAP via Direct IP
2. SMS using the TCS GEM 9-1-1 client (web browser)
3. SMS to TTY Conversion
4. PSAP SMS Opt Out

To better set expectations, the PSAP must understand the role and responsibilities associated with each of the four options for SMS911 National Gateway Service interconnectivity.

1. SMS to PSAP via Direct IP
    - PSAP installs dedicated, redundant IP circuits to the Text Positioning Center at their own expense or has an ESInet in place
    - PSAP premise equipment must be capable of receiving IP messages on standard i3 interfaces
    - Call taker workstations must have integrated text handling software
    - PSAP is responsible for CPE equipment (upgrades/maintenance/technical support), firewall configurations & call taker training
    - PSAP must provide point of contact for CPE and IP/ESInet customer support
2. SMS using TCS GEM 9-1-1 client (web browser)
    - PSAP must have public internet connectivity into workstations readily available
    - PSAP workstations must have web browser capability (IE 8, Chrome or Firefox)
    - PSAP is responsible for CPE equipment (upgrades/maintenance/technical support) & firewall configuration (if applicable)
    - PSAP must provide point of contact for CPE customer support
3. SMS to TTY Conversion
    - SMS converted to TTY before sent to public safety 911 network
    - TTY messages sent to PSAP 911 Selective Router for delivery to the PSAP TTY call station
    - PSAP should bid ALI with ESRK/P-ANI for coarse (e.g. cell site) location of the subscriber
    - PSAP is responsible for CPE equipment (upgrades/maintenance/technical support) & call taker training, if required
    - PSAP must provide point of contact for CPE customer support
4. PSAP Opt Out - No action necessary

Verizon Wireless SMS to 911 Questionnaire Please fill out & return to: Verizon Wireless, Peter McHale 1120 Sanctuary Parkway, Suite 150 Alpharetta, GA 30009	
Name of PSAP	
PSAP FCC ID	
Contact info:	
Street	
Street	
City	
State	
ZIP	
PSAP Primary Point of Contact:	
First Name	
Last Name	
Desk Phone	
Cellular Phone	
Email address	
PSAP Admin Line	
Existing SMS to 911 service today? If yes, please explain.	
Will your PSAP be accepting SMS to 911 messages for other PSAP jurisdictions?	No ☐ If Yes, list name & FCC ID (authorization letter from these PSAPs may be required):
Are there call taker workstations that can install Microsoft Internet Explorer version 8, Firefox latest version or Chrome latest version?	Yes ☐
	No ☐

VZW SMS911 Questionnaire

If answered no above, can there be a special waiver to install one of the listed browsers?	Yes ☐ Preferred Browser：
	No ☐
Are there workstations with a browser already installed? Please list the browser and version	Browser and version:_____
Do the workstations have public internet access?	Yes_____ No _____
Does your PSAP have an ESInet or other IP network connectivity?	
If yes:	
Are the IP links redundant?	
Where are the POIs located?	
Who is ESInet or IP facility vendor?	
If no:	
Who is the LEC in your county?	
Do you have a point of contact for ordering and configuring circuits? Name: Contact Number:	
How long does it take to complete a circuit order?	
Is there a firewall or internet proxy in place?	Yes _____ No _____
If yes, please list make and model	
Is there a firm that manages your workstations or firewall? If so please list firm and contact information.	Yes _____ Contact Name: Company Information: Contact Number:
	No _____ (Please list primary in house IT department contact) Name: Contact Number:

Please list the number of workstations accessing the SMS911 service.	
How many dispatchers will be handling the service?	
Is the PSAP CPE equipped to handle TTY calls?	Yes _____ List CPE make and model:
	No _____ Can the CPE be upgraded?
Is the TTY workstation(s) connected via existing CAMA/SS7 trunk groups?	
Is the TTY workstation(s) also connected to the ALI?	