

IF SUBMITTING WITH A SERVICE REQUEST LETTER, PLEASE INCLUDE THE DELIVERY METHOD FOR SMS MESSAGES TO THE PSAP (TTY/TDD, WEB PORTAL, or i3/ESInet). ALSO INCLUDE THE ANTICIPATED TIME FRAME TO BE ABLE TO ACCEPT THE SMS MESSAGES (LIST IN THE 'COMMENTS' WHETHER THE EQUIPMENT IS IN PLACE, OR WHEN IT WILL BE IN PLACE).

TXT29-1-1 PSAP Profile Questionnaire - Integrated

TXT29-1-1 PSAP Profile Questionnaire

PSAP Information

PSAP Name

FCC ID

Which type of PSAP is the location? Primary Secondary Backup

Contact Information:

Authorized Contact

Authentication Pass Phrase

Phone

Email

24/7 Contact

24/7 Contact Method Phone Email Text

Network Information:

Network Access: A9-1-1 Routing Service SteadyLink

Cutover Service Window Request Morning Afternoon Any

If **not** using SteadyLink skip the following questions:

Primary Connection Site

Name and Number of Site IT Manager

Secondary Connection Site

Name and Number of Site IT Manager

Console Equipment

Work Station (WS) Make and Model

WS Operating System and Version

TXT Position Numbers

Internet Access Yes No

Projected TXT Readiness Date

PSAP Arrangement

Does your PSAP serve a single jurisdiction or multiple jurisdictions? Single Multiple

If serving multiple jurisdictions, does each jurisdiction have its own call-takers or are they consolidated Dedicated Call-Takers Consolidated Call-Takers

If your multi-jurisdiction PSAP services each jurisdiction with dedicated call-takers please describe the arrangement

Will a backup PSAP be established for text messages in failover scenario?

CPE Configuration

Do you have an unassigned button on your P911 GUI (that can be configured to be used for SMS/Text Queue button display)?

Do you want to set a text queue limit, and if so what is that limit?

What is your no answer time out preference (default is 60 sec)

PSAP configured as ring all or ACD?

Roles – will all workstations be set up for text, or only specific ones?

Add “Not Ready-SMS” reason code? (allows for more accurate MIS reporting)

Regional Carriers

Verizon Yes No

ATTMO Yes No

Sprint Yes No

T-Mobile Yes No

Other

Other

Additional Info, Requests, Notes

About Intrado

In business for more than 30 years, Intrado, a subsidiary of West Corporation, has maintained a focus and passion for saving lives and supporting the needs of public safety. Agencies and telecommunication services providers throughout the world depend on Intrado for emergency communication services and technology. Intrado's dedicated focus on emergency communications technology allows the company to continue pioneering network innovations that improve emergency response. For more information, please visit www.intrado.com.