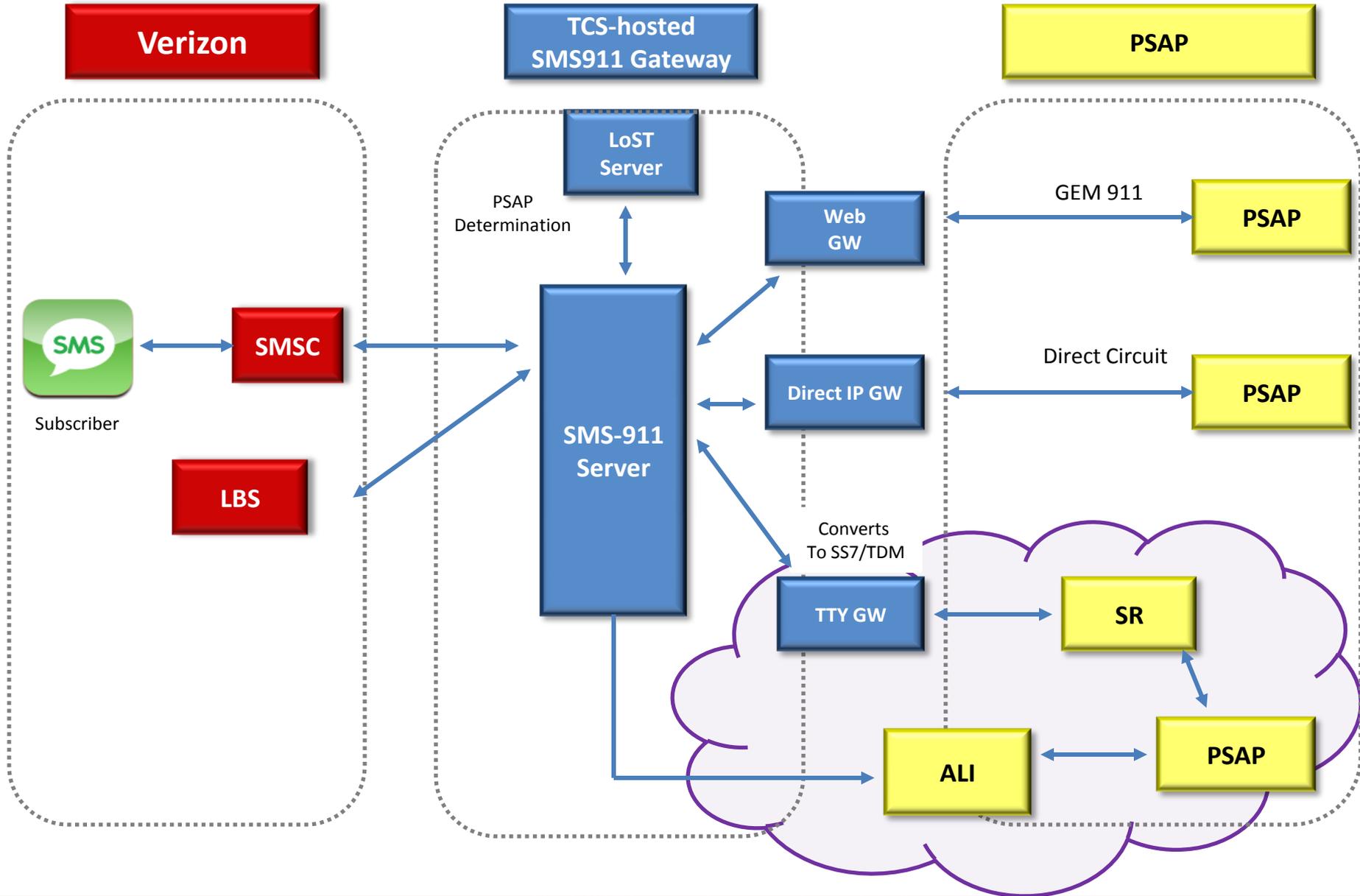


**SMS to 9-1-1
by
Verizon Wireless**

SMS to 9-1-1 Service Network



SMS to PSAP via Web browser (GEM 9-1-1 client)

- PSAP must have public internet connectivity from workstations
- PSAP workstations must have web browser capability (IE 8, Chrome or Firefox)
- PSAP is responsible for CPE equipment (upgrades/maintenance/technical support)

SMS to PSAP via Direct IP

- PSAP installs dedicated and redundant IP circuits to SMS911 Gateway at own expense
- PSAP premise equipment must be capable of receiving IP messages

SMS to TTY

- SMS converted to TTY before sent to public safety 911 network
- TTY messages sent to PSAP Selective Router
- PSAP should bid ALI with ESRK/P-ANI for location of the subscriber

PSAP “Opt Out”

The screenshot displays the TCS GEM911 user interface within a web browser. The interface is divided into several sections:

- Unassigned Queue:** Lists incoming messages with phone numbers and timestamps.
- My Active Sessions:** Shows the current session with the number 1-949-555-6381 and the call taker's name, Rod Robinson.
- Other Active Sessions:** Lists other active sessions, such as 1-555-276-6622 by Firdaus Aryana.
- Message Transcript:** A central area showing the conversation history. It includes a call taker's response: "This is 911. Can you confirm your location as being near Western Ave and Vine?" and a caller's response: "Yes. The Vine street apartments unit 208".
- Map:** A Bing map showing the caller's location. A red location pin is placed on the map, and a blue circle of varying size is drawn around it to represent the HUNC (Horizontal Uncertainty). The map shows streets like Western Ave, Vine St, and Alaskan Way.
- Location Data:** A box on the right side of the map displays the following information:
 - Located At: Mar 22 10:58:27 PDT
 - Latitude: +47.61462
 - Longitude: -122.35028
 - Hor Uncertainty: 443
 - Position Source: 132
 - Status: ✓ Location Found
- Response Input:** A section at the bottom allows the call taker to select an immediate response from a dropdown menu or enter text manually. It includes a "Send Message" button and a "Transfer" button.

The MDN and the call taker's username are shown in each message next to the timestamp

New Incoming Messages

Active Sessions

Other Call Takers' Sessions

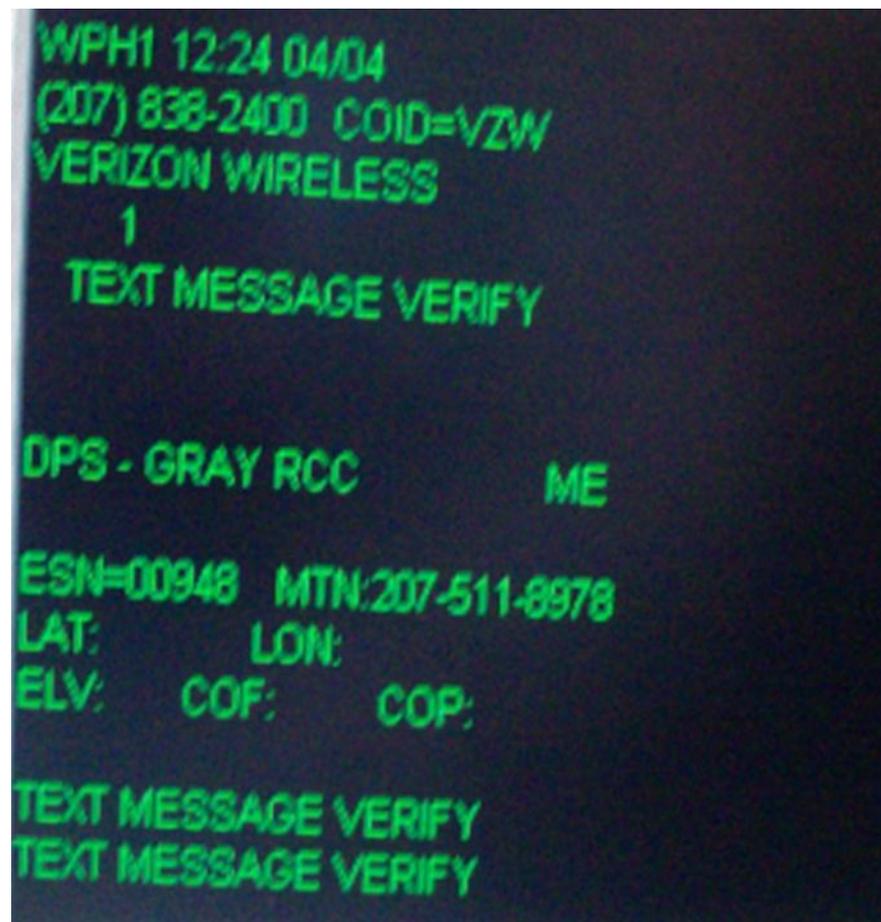
Drop-down with Canned Responses, or Free Type

HUNC is Graphically Represented by the Size of the Circle

LAT/LON and HUNC Values

Rebid Functionality

- SMS-to-911 messages received on existing TTY interface
- Prepends "SMS: " to the 1st message
- SMS messages delivered via wireless trunks
- Provides Lat/Lon, Call Back Number, pANI
- No new equipment or upgrades needed.



- Express Interest via email
- Return Completed Questionnaire
- Schedule Kick Off Call
 - ▶ Meet Participants- VZW, TCS, PSAP
 - ▶ Review SMS Platform and Set Expectations
 - ▶ Exchange Pertinent Information (IT, timeline, Q&A)
- Set Administrative Rights and Provide Training
- Complete Test Cases/Sign Off
- Turn SMS Platform Live*

**Co-ordinate Public Outreach with VZW & TCS PIOs*

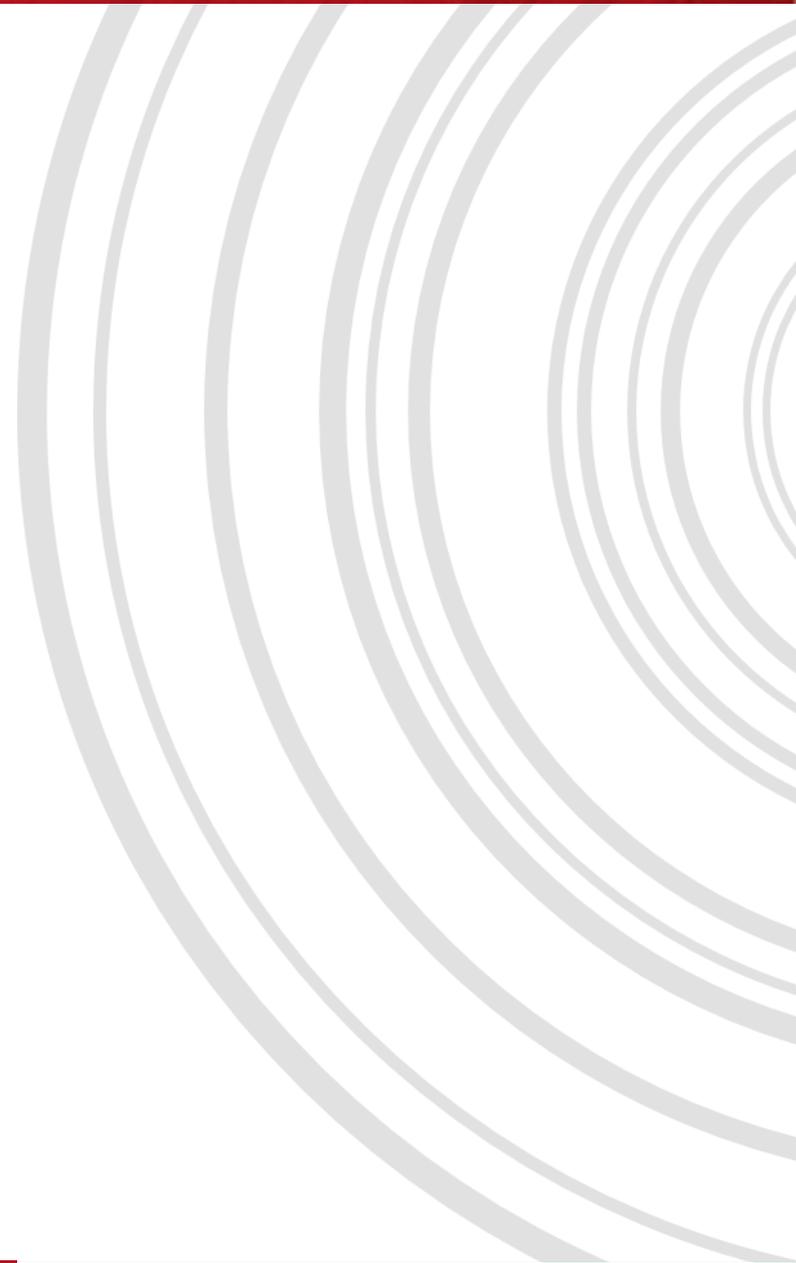
- To ensure a consistent message for all SMS911 Deployments, Verizon and TCS Request a PSAP **Primary Point of Contact** to jointly develop a public outreach message to media outlets in the area
 - ▶ Verizon Wireless Contact: Paul Macchia- 908-559-3019 or paul.macchia@verizonwireless.com
 - ▶ TCS Contact: Meredith Allen- 410-295-1865 or MAllen@telecomsys.com
- Please consult with these contacts prior to release of launch announcements with the media

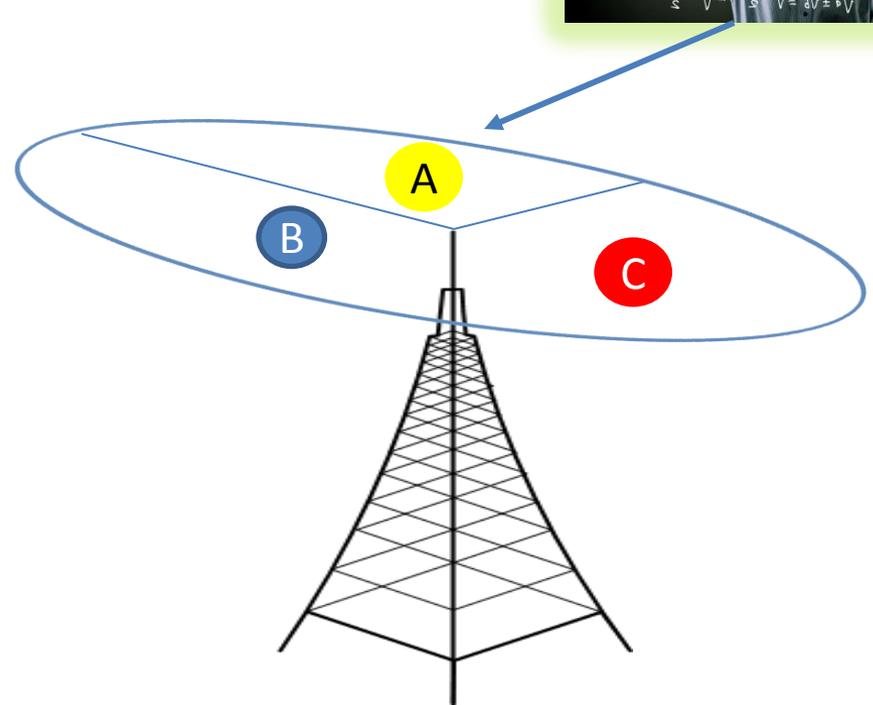
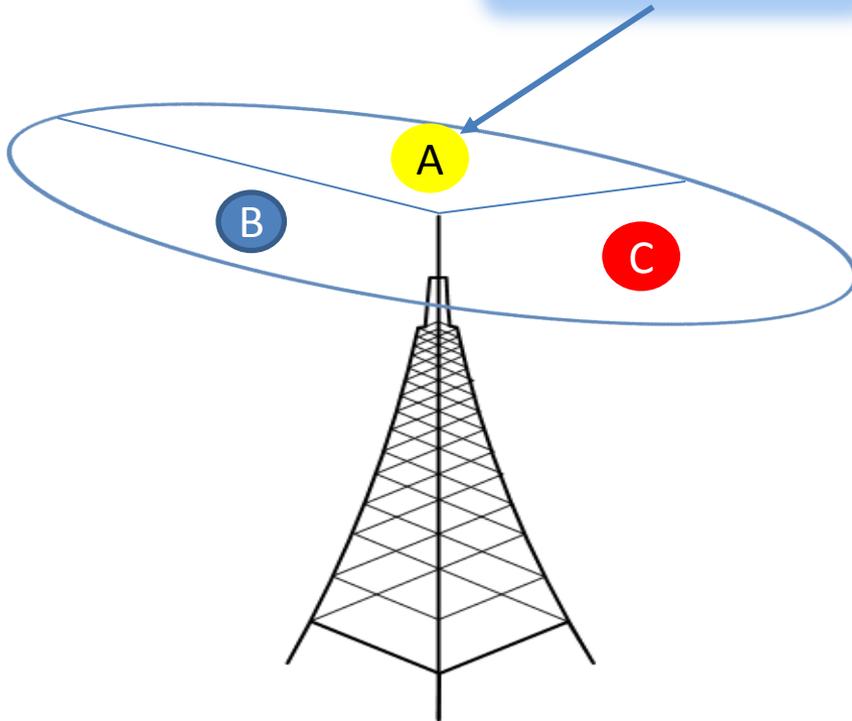
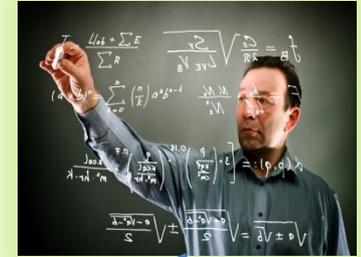
**Requests for Service should be sent to:
Peter McHale, ENP
Verizon Wireless
1120 Sanctuary Parkway, Suite 150
Alpharetta, GA 30009
peter.mchale@vzw.com**



QUESTIONS

Appendix





E911 Phase I – Cell Sector assigned to fixed MSAG address. Each Cell Sector (e.g. A, B, C) can be assigned to specific PSAP's

CLBS – Coarse Location calculated by center point of the sector RF footprint. Coarse Location address may not match the sector assigned PSAP for Voice e911