



TEXT TO 9-1-1 FOR CARRIERS

Text to 9-1-1 Delivery You Can Count On

Text Messaging is currently the most popular form of communication and will remain the same in the foreseeable future. The use of Text Messaging for emergency services is also gaining popularity. Under Federal Communications Commission (FCC) requirements, Text Messaging Service Providers need to provide Text to 9-1-1 service. Comtech's Text Control Center (TCC) remedies this challenge by enabling Text Messaging Service Providers to provide session like text communication between 9-1-1 text callers and public safety answering points (PSAPs).

On the Text Messaging Service Provider side, Comtech supports Text to 9-1-1 for both traditional Short Message Service (SMS) using SMPP protocol or Text Messaging over IMS Core or IP Network using SIP MSRP protocols. When Comtech TCC receives a Text to 9-1-1 call, Comtech TCC determines the destination PSAP and returns routing instruction for the Text Messaging Service Provider to deliver the 9-1-1 texts to the PSAP. Alternately, Comtech can route the Text to 9-1-1 call to the PSAP on behalf of the Text Messaging Service Provider. Comtech TCC location methods include location by reference and location by value.

On the jurisdiction side, Comtech's Text to 9-1-1 solution supports legacy Teletype (TTY) and Internet Protocol (IP)-enabled PSAPs. For IP enabled PSAPs, Comtech offers https based Geospatial Emergency Messaging 9-1-1 (GEM9-1-1®) web portal or Comtech's EMedia® web portal with advanced reports & transfer capabilities. Comtech also integrates with SIP MSRP Call Handling Equipment for integrated CPE solution.

Key Components & Supported Interfaces

In addition to the TCC, Comtech's solution includes Coarse Location Service (CLS) / Gateway Mobile Location Center (GMLC) / Evolved GMLC (EGMLC) and ALI Link™. ALI Link provides nationwide connectivity to Automatic Location Identification (ALI) databases. The Comtech TCC supports Text Messaging Service Providers using SMPP interface or SIP MSRP interface.

Industry Compliance

Our Text Control Center complies with the Alliance for Telecommunications Industry Solutions (ATIS)/ Telecommunications Industry Association (TIA) J-STD-110a and the National Emergency Number Association (NENA) i3 standard.

Key Feature	Benefit
SMPP Ingress Interface	Supports Text to 9-1-1 service for Text Messaging Service Providers using traditional Short Message Service Center (SMSC).
SIP/MSRP Ingress Interface	Enable Text to 9-1-1 service over IMS Core or IP Network.
Location by Reference (LbyR)	Allow a Text Messaging Service Provider to utilize a centralized location server to provide callers locations.
Location by Value (LbyV)	Enable a Text Messaging Service Provider to include a location in the Text to 9-1-1 request.
Location Rebid	Provide PSAP the capability to request updated location.
Multiple PSAP Interface Types	Provide Text to 9-1-1 service to TTY PSAP, https based PSAP and SIP MSRP based PSAP.
PSAP Transfer	Transfer a Text to 9-1-1 session between PSAPs.
Session-Like Communication	Group and present messages between a text caller and a PSAP telecommunicator in a session like communication.

Being a Helping Hand to Those in Need

Text to 9-1-1 offers members of the hearing and speech disabilities community with an easy-to-use solution for contacting dispatchers in an emergency. It also allows citizens to reach and receive help in situations where voice calls could endanger their lives, such as incidents of domestic violence, burglary, and kidnapping.

About Comtech Safety & Security Technologies

Comtech Safety & Security Technologies (SST) has been demonstrating its commitment to public safety for over 20 years. We deliver reliable solutions for Next Generation 9-1-1 (NG9-1-1), wireless Enhanced 9-1-1 (E9-1-1), Text to 9-1-1, VoIP & VoWiFi E9-1-1 and related emerging technologies. Service Providers, states, and local jurisdictions nationwide rely on our portfolio of mission critical products and services.

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