

State and Local Government

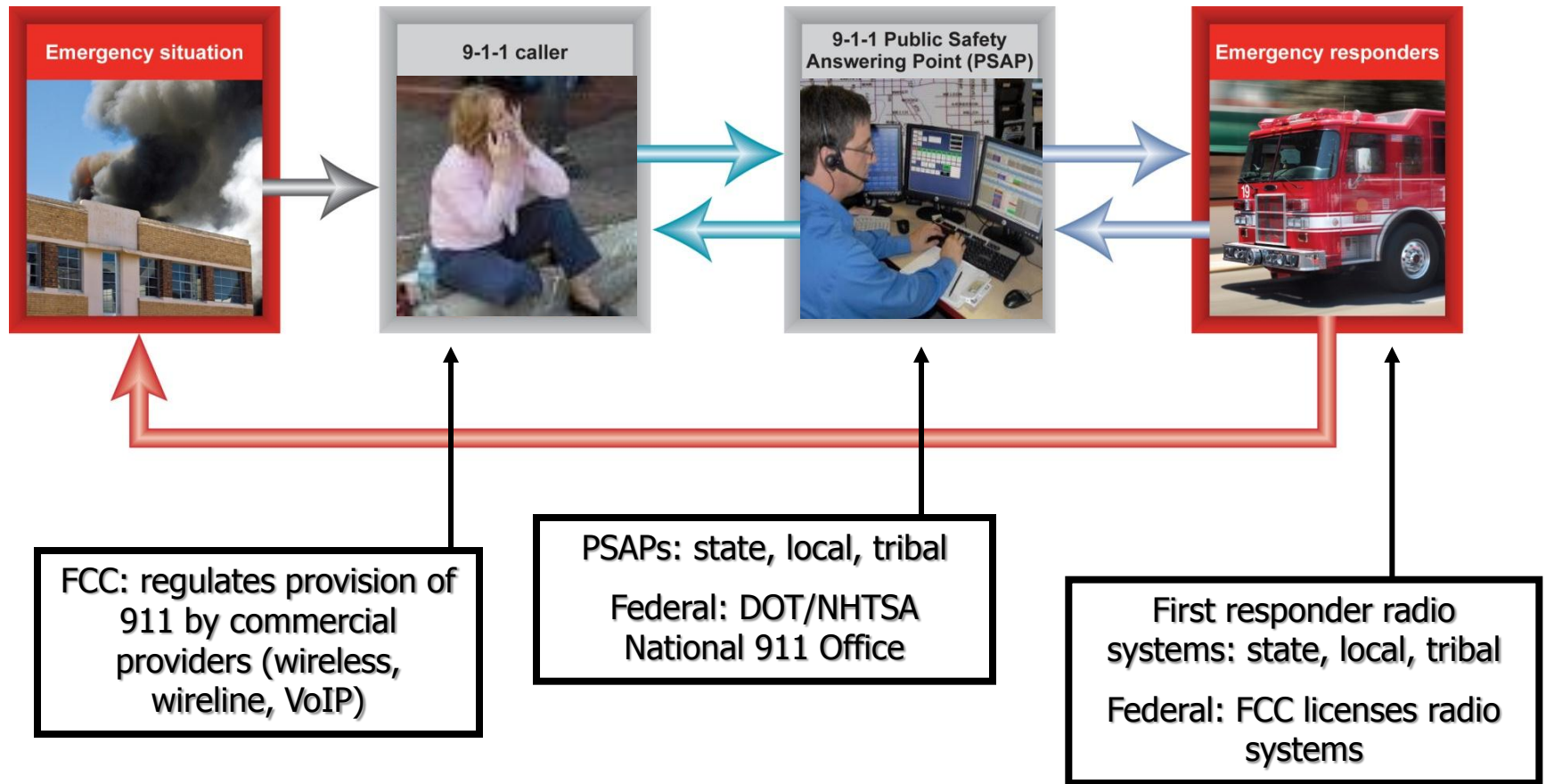
Webinar:

Accessible Next Generation 911 and Text to 911

June 18, 2013



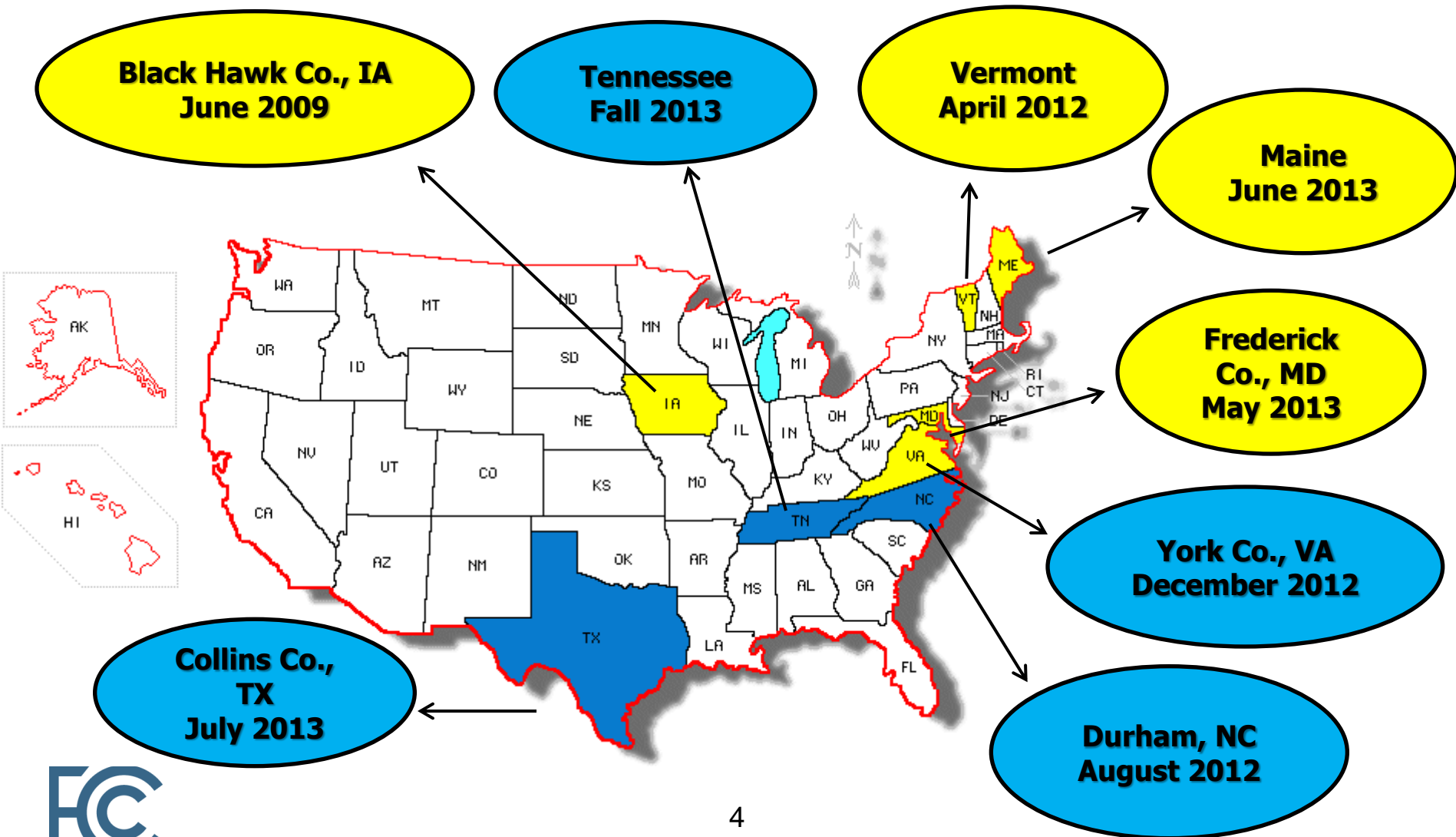
FCC Role in Emergency Communications



FCC's Obligations to People with Disabilities

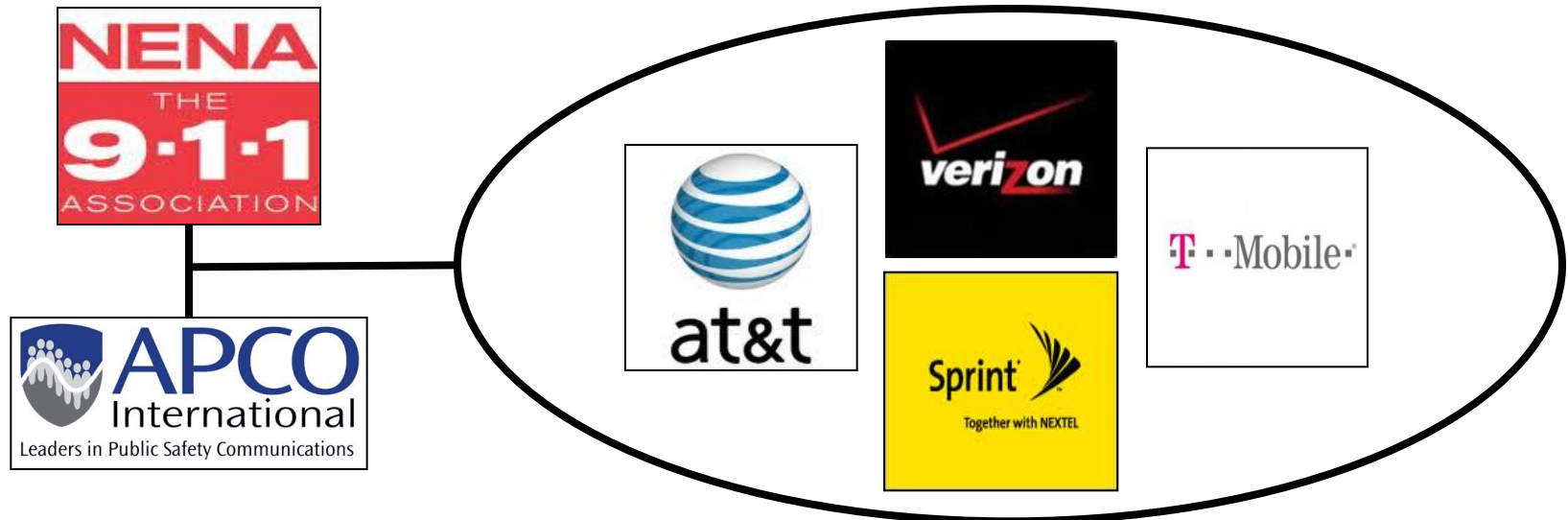
- Twenty-First Century Communications and Video Accessibility Act (CVAA): October 8, 2010
- Purpose: Increase access of persons with disabilities to modern communications, and to update rules with respect to NG911 services in order to achieve equal access to emergency services.

Text-to-911 State Trials/Deployments



Text-to-911

Carrier-NENA-APCO Voluntary Commitment



- Dec 2012: Carriers will enable text-to-911 on their networks by May 15, 2014
- Based on PSAP request for service
- Quarterly reports to FCC starting July 2013
- Automatic Bounce Back Message capability by June 30, 2013

Text-to-911

- December 2012 - Further Notice of Proposed Rulemaking
 - Builds on Carrier-NENA-APCO voluntary commitment
- Proposed:
 - To require all CMRS providers and interconnected text messaging providers by May 2014 to provide text-to-911 service by PSAP request
 - To require all CMRS and text providers by June 30, 2013 to send automated bounce-back messages to consumers attempting to text 911 when the service is not available

2013 Report & Order

Text-to-911 Bounce-back Messages

- May 8, 2013 - Report & Order
 - September 30, 2013
 - Requires delivery of an automatic reply text message in situations where a consumer attempts to send a text message to 911 when text-to-911 is not available

- Bounce-back message requirement:
 - Bounce-back message must indicate that text-to-911 is not available and direct the consumer to use another means to contact emergency services

- Requirement applies to *covered text providers*:
 - CMRS Providers
 - Providers of interconnected text messaging services that enable consumers to send text messages to and receive text messages from all or substantially all text-capable U.S. telephone numbers



Outstanding Text-to-911 Issues

- Should the Commission require all carriers and interconnected text services to provide text-to-911 service?
- What deadlines, if any should apply?
- What technical and cost-based considerations should the Commission consider?

Inform Your Constituents

- In an emergency, always make a voice, relay, or TTY call to 911 if possible.
- In most cases now, you cannot reach 911 by sending a text message.
- Although text-to-911 is generally not available yet, it will become increasingly available during 2013. The FCC will help to keep you informed about the progress of this very important service.



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<http://www.fcc.gov/text-to-911>

