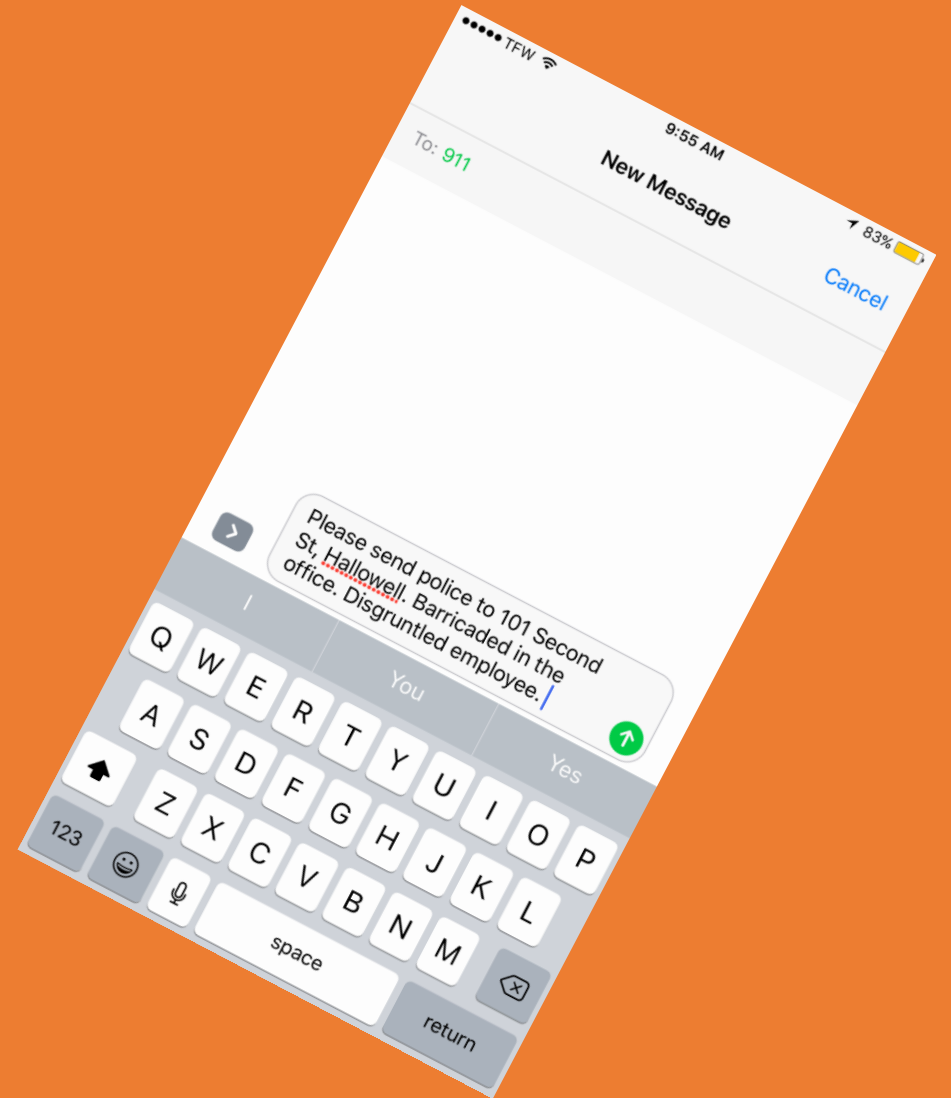


# Text-To-911 Frequently Asked Questions

Emergency  
Services  
Communication  
Bureau



# What is Text-to-911 Technology?



Text-to-911 is the ability to send a text message to 9-1-1 from your mobile phone or handheld device

Is Text-to-911 available throughout all of Maine?



**YES!** Maine initiated Text-to-911 in 2015 with 2 PSAPs (DPS-Gray/Augusta & DPS-Bangor)  
This rollout will allow all current PSAPs in Maine to receive texts.

Can anyone use  
Text-to-911?



**NO.** Text-to-911 is carrier specific. Users must be subscribed to a text plan. Standard messaging rates apply, check with your carrier for details.

Once one carrier cuts over will Text-to-911 be available for all 24 PSAPs?



**DEPENDS.** Text-to-911 is being implemented **one carrier at a time.** When a carrier implements, that network becomes available to all 24 PSAPs. Until all carriers have implemented, calls will continue to ring at DPS-Augusta or DPS-Bangor.

Will uninitialized phones work with Text-to-911?



**NO.** Since a user must be subscribed to a text plan through a carrier, uninitialized phones will not work with the Text-to-911 service. Voice calls, however, will still go through to 9-1-1.

Is location information accurate with Text-to-911?



**NO.** Location information with Text-to-911 is not equal to location information rendered by a wireless voice call. Follow your local SOP on address verification with Text-to-911 calls.

Will Text-to-911 work faster than the current configuration in Maine?



**YES!** Maine currently uses a Text-to-TTY/TDD relay system. This rollout will use a robust configuration of Text-to-911, **Message Session Relay Protocol (MSRP)**, which is a direct delivery through the NG911 i3 solution.



# When should somebody use Text-to-911?



Text-to-911 should be used:

- If an individual is deaf, hard of hearing, or has a speech disability
- For someone who is in a situation where it is unsafe to place a voice call to 9-1-1
- For a medical situation that renders the person incapable of speaking

Can pictures or videos be sent by Text-to-911?



**NO.** PSAPs can only receive Short Message Service (SMS) texts. Pictures, videos and group messages default to Multimedia Messaging Service (MMS) and cannot be received at a PSAP.

Am I required to provide EMD/EFD instructions with Text-to-911?



**YES.** Text callers must be provided the same level of service as voice callers. A PSAP is legally required to provide Emergency Medical Dispatch and Emergency Fire Dispatch Instructions with Text-to-911. Asking a caller if they can make a voice call is permissible.

Does Text-to-911 override  
ADA TTY/TDD testing?



**NO.** While Text-to-911 is a convenient feature, it does not replace TTY/TDD technology. Telecommunicators must still practice TTY/TDD calls monthly and keep a log.

Will the connection be maintained if a text caller switches cellular towers?



**DEPENDS.** As long as a text session is kept alive by the telecommunicator, a connection will be maintained with the same PSAP provided they stay on the native carrier (Keeps going from Verizon tower to Verizon tower). Texting back after losing the native carrier **may**

Will a caller know if their text did not go through to 911?



**YES!** If a Text-to-911 fails, the message originator will receive a **bounce back message** indicating that their text did not go through. This could be for several reasons, such as no active text plan or the caller is roaming.

Can I transfer a Text-to-911 call?



**DEPENDS.** Currently, Text-to-911 can only be transferred to PSAPs **within their own Data Center** (Lewiston or Portland). PSAPs can speak with each other independent of a text session in progress.

How is control of the text call handled in NG911?



Upon transfer, a center that clicks on the **“Control”** icon can communicate with the text caller. If the **“Control”** icon is greyed-out, a center will not be able to take control of the call (e.g.: on an opposite data center).



Can I ask a text caller to make a voice call instead?



**YES!** It is okay to ask a text caller if they can call into 9-1-1 instead of texting. Voice calls provide a faster, more fluid interaction, allowing for the telecommunicator to pick up on tone, intonation and background noises to help call processing.

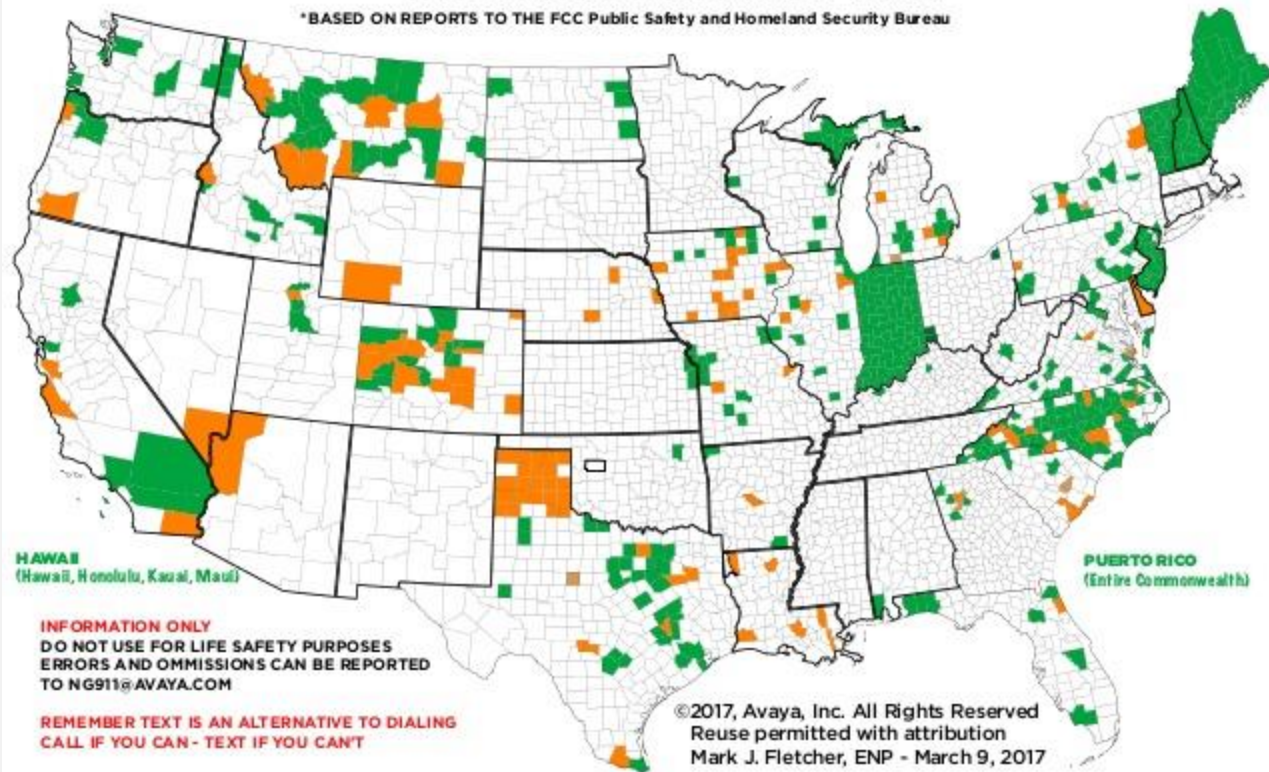
When Text-to-911 works in Maine, will it work in other states?



**DEPENDS.** While we are fortunate enough to have Text-to-911 working in Maine, the functionality is tested for and applicable to our State. Not all states are at the same implementation level as Maine and we cannot guarantee their progress or level of service.

PSAP REPORTED READINESS - **CURRENT** AND **FUTURE**  
TEXT MESSAGE to 9-1-1  
BY COUNTY AS OF March 7, 2017\* (UPDATED)

\*BASED ON REPORTS TO THE FCC Public Safety and Homeland Security Bureau



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# Questions?

**Technical Related – Bob  
Gasper**

207-287-6085

[Robert.K.Gasper@maine.gov](mailto:Robert.K.Gasper@maine.gov)

**Training Related – Cory Golob**

207-287-1598

[Cory.M.Golob@maine.gov](mailto:Cory.M.Golob@maine.gov)