TXT29-1-1® by Intrado

Texting to 9-1-1 saves lives - really.

Texting to 9-1-1 is a reality. What began as a ground- breaking solution for the deaf and hard-of-hearing community has rapidly evolved into a practical and often necessary alternative to a voice call.

So Many Options, but Only One Real Choice.

Hundreds of PSAPs and Carriers across the U.S. have come to rely upon the robust technology of Intrado's TXT29-1-1® text messaging services. PSAPs can choose from three industry-standard delivery options from Intrado to enable text messaging service with wireless subscribers. Available options including: SMS-to-TTY; Integrated TXT29-1-1® with a direct connection to the PSAP CPE; and Web browser which utilizes a URL with login and password. TXT29-1-1 by Intrado has been tested and tried and deployed in hundreds of PSAPs nationwide – all have the ability to transfer to any other PSAP without opening another browser or interfering with text calls.

Intrado TXT29-1-1® PSAP Services

Intrado is eager to help your emergency communications center as your 9-1-1 needs evolve. TXT29-1-1, a proven, production-deployed service provides the flexibility needed to operate in any public safety environment. TXT29-1-1 easily integrates incoming text messages with your call-handling telephone system, equipping you to seamlessly receive and respond to text messages with minimal impact to your operations. TXT29-1-1 is a one-stop solution, fully compatible with all wireless carriers and text service providers in a single stream with one interface for multiple carriers.

Text is here to stay, and the time to provide this important service is now.

Intrado Life & Safety

- Trusted by PSAPs nationwide and the country's largest wireless carriers to deliver lifesaving emergency communication
- Deliver industry standard equipment and services with proven hardware and software solutions

40+
Over 40 years of 9-1-1 innovation and leadership

2630
TXT29-1-1® live in over 2630 PSAPs

2.1M
More than 2.1M texts received from PSAPs

5.1M
More than 5.1M texts received from carriers

Information to Insight

www.intrado.com/ Life-Safety

Message Notifications

TXT29-1-1 supports the capability for PSAPs to send predefined messages for more accurate and efficient response times once the PSAP is text-enabled. Message transmission between the emergency caller and the call taker average 3-5 seconds per transmission. TXT29-1-1 addresses the need for automatic emergency response notifications when text cannot be delivered. If the PSAP is not set up for text acceptance, the emergency caller will receive a "bounce back" message telling them to make a voice call to 9-1-1.

Benefits

- Provides progressive communications channel to meet citizen expectations
- Works with any wireless carrier and any telephone system
- Alternative PSAP delivery options to meet varying PSAP needs
- Allows call taker to initiate texts
- Follows the same call flow as a voice call - no need to change workflows!
- Allows quick and easy transfer of text calls to any PSAP with texting capabilities
- Delivers the same high availability and performance from Intrado that you rely upon to keep your PSAP up and running efficiently

Features

- Highly available and intuitive interface
- Transcripts of text session delivered via user interface
- Pre-programmed network and PSAP text response messages
- Multiple simultaneous text sessions possible with message queue management

About Intrado

Intrado, formerly West, is an innovative, cloud-based, global technology partner to clients around the world. Intrado Life & Safety connects people and organizations at the right time and in the right ways to the nearest emergency assistance, providing thousands of public safety agencies and first responders with critical data points to coordinate the best emergency response. Our end-to-end, NG9-1-1-compliant solutions help organizations keep their users of both traditional and emerging technologies safe.

For more information, please call 1-877-262-3775, email safety@intrado.com or visit www.intrado.com/life-safety

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