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**CRTC INDUSTRY STEERING COMMITTEE  
REPORT to the CRTC  
by the  
EMERGENCY SERVICES WORKING GROUP**

**Consensus Report**

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**TITLE: Status Update for Text to 9-1-1**

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**DATE: 29 November 2011**

**Report TO THE CRTC BY THE ESWG  
Status Update Text to 9-1-1**

**Task ID(s):** ESTF0061

**Task Name(s):** Text Messaging for 9-1-1 Services

**Task Description(s):**

Initiate the activities required to implement the technical trial of the solution recommended in report ESRE0051, including completing the investigation into the various technical and operational specifications, along with wireless carriers, 9-1-1 service providers, and the public safety community.

**Background:**

In Broadcasting and Telecom Regulatory Policy CRTC 2009-430 the Commission requested that the Emergency Services Working Group (ESWG) conduct an investigation and evaluation of the benefits, uses and limitations of access to 9-1-1 services via the various forms of text messaging, including SMS, IM, RTT and IP Relay. The investigation focused on addressing text messaging services that will improve access to 9-1-1 for persons with hearing or speech disabilities in Canada. On 21 January 2010 the ESWG submitted its report to the Commission.

The Commission issued Telecom Decision CRTC 2010-224 on 21 April 2010, which approved report ESRE0051, "Text Messaging to 9-1-1 (T9-1-1) Service." In the Decision, the Commission requested that the ESWG immediately begin the activities required to implement the technical trial proposed in the report, file a status report every six months from the date of the Decision, and file a final report on the outcome of the trial.

In the last status report, ESRE0056, the ESWG reported that three supplementary TIFs were established to deal with the T9-1-1 Trial activities. TIF 61 would continue as the umbrella TIF for Text 9-1-1 and is included as part of the regular ESWG monthly conference call agenda.

- TIF 65 would address technical issues associated with the T9-1-1 Gateway.
- TIF 66 would address the end-user registration and the flagging processes from the 9-1-1 SP (ALI) to the PSAPs.
- TIF 67 would address PSAP operational issues including operational best practices for procedures / training.

**Text to 9-1-1 Status:**

**TIF 61**

A cross-functional team with representatives from PSAPs, 9-1-1 SPs, WSPs and representatives from the DHHSI community was established for the identification of all of the required test scenarios. The work of this task has for the most part been completed, with the functional groups now working on the development of the appropriate test cases.

The expectation for the trial is to manage test calls only. Although portions of the 'live' PSAP network and infrastructure may be used, no real emergency calls will be handled through the

trial. i.e. the 9-1-1 voice call could be answered live and then it would be transferred to a test station for 'texting'.

Due to technical limitations described herein, the WSPs developed a list of compatible handsets that have been evaluated for the trial. HSPA and GSM handsets are normally compatible for T9-1-1 use. CDMA handsets are not compatible as they will enter into emergency mode once 9-1-1 is dialled and the user is not able to send/receive text messages. The handset list will be updated as new handsets are introduced.

A detailed project plan for the trial phase has been developed covering the trial development phase, network deployment, the various pre trial test stages and the ultimate trial. Key milestones have been identified and are being monitored by the overall project team on a regular basis.

### **TIF 65 Gateway**

The technical solution adopted is based on the recommendations detailed in ESWG Contribution ESCO0351. Based on the requirement specifications developed by the ESWG the "SMS T9-1-1 Gateway" will allow PSAPs to initiate outbound text (SMS) messages to a wireless caller's handset and to "converse" back and forth. The Gateway will be owned by the 9-1-1 Service Providers (ILECs)

On 13 May 2011, the 9-1-1 SPs issued a Request for Proposal (RFP) to a selected number of vendors. After a thorough evaluation of the submitted proposals, the 9-1-1 SPs awarded the contract to Impact Mobile on 2 August 2011.

The 9-1-1 SPs have been working with Impact Mobile on the deployment and the testing of the Gateway infrastructure. Interconnection between the Gateway and the 9-1-1 SPs is expected to be completed shortly and testing is scheduled to take place in early December. Impact Mobile has subcontracted the PSAP Call Agent application to Agent 511. Agent 511 will be shortly working with the PSAPs to install the Call Agent application. Completion of the Gateway and PSAP applications is scheduled for 13 December 2011.

In parallel with these activities, a common Point of Interconnection (POI) between the trial WSPs and the new Gateway is being established. The actual implementation is behind schedule, but is expected to be completed by mid-December. Once the Impact Mobile work described in the preceding paragraph and the POI interconnection work has been completed, Stage 2 and Stage 3 testing between the WSPs, 9-1-1SPs and the PSAPs can commence.

As was previously reported two new Classes of Service, TXE (English) and TXF (French), were established to provide a flagging mechanism to identify DHHSI end-users and to also provide the appropriate language indicator. The 9-1-1 SP's who are participating in the trial have completed changes to their systems to accommodate these new Classes of Service.

### **TIF66 Registration and Flagging**

Development of a Trial Registration & Deregistration Process template document for use by the WSPs has been completed. This document (ESCO0383) outlines the ALI record update processes for registration, deregistration and number porting processes to be used in the trial.

The team is currently working on a Trial Participant document intended for prospective DHHSI trial participants. This document will describe how to participate in the trial, trial eligibility requirements (locations covered and approved handsets) and at a high level how the system will work. Additional information will be provided through a series of Frequently Asked Questions.

### **TIF67 PSAP Operational Requirements**

A series of generic test cases has been developed to be used as the baseline for specific test case development. Integration of the new Classes of Service into the PSAP CADs is underway.

Most work for the team is dependent on development activities of TIFs 65 and 66, particularly with respect to what the PSAP agent will see on the Agent 511 application. This is expected to be in place by the end of November, enabling further development of the test cases and the necessary agent training for the PSAPs.

### **Synopsis**

It is evident that much work has been done by the ESWG on preparation for the T9-1-1 Trial and that we are entering a critical period for the actual testing of the systems and processes. At this point in time, it is estimated that the actual implementation of the trial with the DHHSI users, often termed as Stage 5, will take place in early February 2012. If there is any further slippage in the dates, the ESWG will immediately advise the Commission.

### **Further Activities:**

The ESWG will continue working on finalizing the trial implementation plans. Additional steps in terms of trial monitoring, reporting, etc still need to be addressed.

Further updates will be issued to the Commission prior to the trial launch.

### **Attachments:**

ESTF0061, ESTF0065, ESTF0066, ESTF0067

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