

TEXT to 9-1-1 has been established in several states/areas and have sparked many questions on how to manage trouble reports.

This TEXT to 9-1-1 troubleshooting guide was created between the Kansas Council and AT&T to assist both the PSAP and AT&T (9-1-1 Resolution Center) on how to address TEXT to 9-1-1 related trouble reports.

The first step to managing trouble reports is knowing what questions to ask.

Scenario 1: 9-1-1 caller reporting Texting issue to PSAP.

Owner: PSAP will ask the caller the following questions:

1. What is the phone number of the texter?
2. What is/was your location when you attempted to TEXT to 9-1-1?
3. What date and time did you attempt to TEXT to 9-1-1?
4. Was your phone Roaming when you attempted to TEXT to 9-1-1?
5. Did you receive a bounceback message when you attempted to TEXT to 9-1-1?
6. What carrier are you using for your cell service?
7. Can you repeat the trouble?

Scenario 2: PSAP reporting Texting issue to AT&T 9-1-1 Resolution Center.

Owner: AT&T 9-1-1 Resolution Center will ask the PSAP the following questions:

1. What is the phone number of the texter?
2. What is/was the location of the caller when they attempted to TEXT to 9-1-1?
3. What Date and time did the caller attempt to TEXT to 9-1-1?
4. Was the caller's phone Roaming when they attempted to TEXT to 9-1-1?
5. Did the caller receive a bounceback message when they attempted to TEXT to 9-1-1?
6. What carrier is the caller using for their cell service?
7. Can you repeat the trouble?

Important facts related to TEXT to 9-1-1

1. If the cell phone of the Texter is roaming, TEXT to 9-1-1 will not work. The cell phone provider must have local cell towers to allow TEXT to 9-1-1 to work, i.e. not roaming.
 - a. PSAPs can check their local cell providers by going to: www.wirelessadvisor.com
 - i. Note: This information may not be 100% accurate so please confirm with the wireless carrier.
2. If the cell phone signal is low, TEXT to 9-1-1 may not work.
3. Anyone attempting to TEXT to 9-1-1 should receive a response, whether it be a valid response from the PSAP or a bounceback response stating that Texting to 9-1-1 is not available in your area. If no response is received, this indicates a carrier issue.

If the PSAP has verified all the above is okay, then the next step is to isolate the trouble:

Is the trouble in the PSAP's 911 Equipment?

Types of trouble reports associated with CPE:

- PSAP can't respond to Texter
- PSAP received garbled TEXT message
- TEXT history missing (within 60 minutes of text being received). Text history is maintained in the CPE for 60 minutes and is then discarded.
 - **ACTION:** PSAP to contact the AT&T 911 Resolution Center at 1-866-722-3911

Is the trouble with the Cellular Carrier?

Types of trouble reports associated with Cellular Carriers:

- Person Texted message to PSAP and never received a response
- PSAP received TEXT and did not get location information or incorrect location information
- TEXT sent to wrong PSAP
 - **ACTION:** PSAP to contact the appropriate Wireless Carrier's Network Operations Center for troubleshooting