

## QUICK REFERENCE GUIDE/



# VESTA® 9-1-1 & VESTA® SMS

## ROLES AND RESPONSIBILITIES TO DEPLOY INTEGRATED TEXT-TO-9-1-1/

The **VESTA® SMS** solution is an easy way for PSAPs to adopt text-to-9-1-1 because it is integrated into the **VESTA® 9-1-1** system. Integrated text-to-9-1-1 is the most effective way to implement SMS because with the integration, calltakers handle SMS calls just like they do voice calls. As a result, calltakers experience less change in their day to day operations and they get up to speed on using SMS more quickly. Both of these critical points minimize disruption in the PSAP as the new application is implemented.

The purpose of this document is to answer frequently asked questions about implementing integrated text-to-9-1-1 and provide a clear picture of the steps and the roles of the different parties involved.

### Frequently Asked Questions

#### What are the delivery methods for Text-to-9-1-1?

- 1. Legacy** – TTY/TDD interface - within the call handling equipment to receive and service text-to-9-1-1 services.
- 2. Transitional** – Web browser based - using connectivity to TCCs (Text Control Centers), typically over an Internet connection.
- 3. NG9-1-1** – VESTA SMS - Fully integrated text-to-9-1-1 as part of the NG9-1-1 call handling solution that is SIP/MSRP (Session Initiation Protocol/Message Session Relay Protocol) based i.e., VESTA 9-1-1.

#### What are the benefits to the VESTA SMS integrated solution?

- You have a Next Generation solution - NENA i3 compliant.
- Your training is simplified. Calltakers don't have to learn a new process to handle text-to-9-1-1 calls from how they handle voice calls because the work flow is consistent.

### PLANNING REQUIREMENTS QUICK TIPS

**Engage Early** - Multiple parties are involved in implementing text-to-9-1-1 which is one of the reasons to start months in advance.

**Align the Team** - Your Network Provider, TCC Provider, Service Provider, Airbus DS Communications must all be on the same page with your project plan and schedule.

**Know the Who & What** - The roles and responsibilities chart on the back helps you manage expectations.

*We are here to help you and be with you every step of the way.*

» Refer to [NENA website](#) - for detailed information on implementing text-to-9-1-1.

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- You reduce the chance of error because calltakers are not required to toggle between applications when handling voice and text calls.
- There is no impact to voice trunk capacity.
- You save time in processing a text call and therefore increase your operational efficiency.

## What is the TCC (Text Control Center)?

When sending a text call to 9-1-1, the caller requesting emergency assistance sends a text-to-9-1-1 as they would to any short message code, SMS. The text is routed by the wireless carrier to the TCC. The responsibility of the TCC is to transfer the SMS call to the correct PSAP for handling.

## Do I have to be on an ESInet for VESTA SMS?

No you do not. An existing ESInet connectivity can typically be leveraged but it is not necessary for you to have an ESInet in place for the IP connectivity. If there is no ESInet then dedicated circuit(s) may be required depending on your needs. The connectivity to the TCC is a cost the PSAP incurs.

## Do I need to connect to multiple TCC providers to get full coverage across all major wireless carriers?

No you do not. The national TCC providers will provide text-to-9-1-1 aggregation providing coverage across all carriers.

## Understanding Roles and Responsibilities

ROLE/RESPONSIBILITY	ACTIVITY
Airbus DS Communications and Channel Partner meet with PSAP to begin the planning.	We help you think about the different tasks that need to be accomplished throughout the process, i.e., selecting the TCC and submitting the request for service to carriers - link for form below.
PSAP prepares the service questionnaire(s) and the Request for Service letter and sends to each involved carrier.	<b>See NENA Resources:</b> <b>Appendix C</b> (Carrier Questionnaire)   <b>Appendix D</b> (Request for Service Letter)   <b>Appendix F</b> (Carrier Implementation and Testing information) and NENA <b>SMS Text-to-9-1-1 Information and Planning Guide</b> .
Service Provider works with PSAP to migrate PSAP to current VESTA 9-1-1 release, if necessary.	PSAP must be on the VESTA 9-1-1 solution Release 6.0.0. If system was quoted after March 20, 2015, system is ready for the VESTA SMS solution. If quoted prior to this date, additional hardware may be required. There is no charge for the VESTA SMS software module for customers who are current on software support.
PSAP engages in an agreement with one of the TCC providers (TCS or Intrado).	PSAP decides if they will work with TCS or Intrado.
PSAP orders the IP network connectivity required between the contracted TCC and the VESTA 9-1-1 solution.	If the PSAP's Service Provider is also the Network Provider, then the Network Provider may order the circuit.
Kick-off meeting with all parties involved - Airbus DS Communications, Service Provider and Network Provider (if different from the Service Provider) and the TCC.	The purpose of this meeting is to ensure all parties are aligned and understand the dependencies on each other and what must be done by which party and the associated schedule.
Airbus DS Communications performs necessary field engineering.	We perform the necessary hardware and software configuration to enable VESTA SMS.
PSAP works with Airbus DS Communications, TCC, Service Provider and Network Provider for end-to-end testing.	Implement the network connectivity and end-to-end testing plan to ensure VESTA SMS readiness and address any issues.
PSAP informs carriers of 'readiness.'	The VESTA SMS solution is live.

## ADDITIONAL POINTS TO CONSIDER

- Training for administrators and agents is very important to ensure they experience the benefits of integrated text-to-9-1-1. Airbus DS Communications offers a complete training program including training for Administrators, for Agents and Configuration and Maintenance for on-site training for Service Provider technicians.
- Another important part of your plan is how you will launch and announce the new text-to-9-1-1 service to your community. It is vital the community understands the circumstances under which using text messaging is in their best interest, i.e., for hearing impaired citizens or when it is not possible to make a voice call.

## ABOUT *the home of VESTA*®

For over four decades, Airbus DS Communications, an Airbus Defense and Space Holdings, Inc. company, has designed solutions with an open mind, creating smarter ways to keep all our communities safe. Today, we support more than 60% of all U.S. Public Safety Answering Points, serving over 200 million people, along with hundreds of private sector businesses in 20+ different industries, including transportation, utilities and healthcare, and Federal Civil and DoD operations globally. As the world's largest and most reliable source for NG9-1-1 call taking, land mobile radio and LTE networks and emergency notification, we keep people connected when it matters most.

For questions or comments regarding **VESTA® 9-1-1** or **VESTA® SMS**, please contact your Regional Account Manager, Service Provider or call or call **951.719.2100** and tell our team member you want more information on implementing VESTA SMS. From all of us at the *home of VESTA*, thank you for your continued support.

## RESOURCES

**Anita Pitt, 9-1-1 Program Manager**, Brazos Valley Council of Governments, TX and her advice on implementing Text to 9-1-1

» [CLICK HERE](#) to watch

**Bob Finney, Technical Bureau Manager**, Collier County Sheriff's Office, FL discuss the benefits of integrated text to 9-1-1 over web-based

» [CLICK HERE](#) to watch

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KEEP ALL OUR COMMUNITIES SAFE/

**We design with**  
AN OPEN MIND/

**We keep people connected**  
WHEN IT MATTERS MOST/

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