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 hearing-impaired community has rapidly evolved into a practical and often necessary alternative to a voice call.

So Many Options, but Only One Real Choice.

Thousands of PSAPs and Carriers across the U.S. have come to rely on Intrado's TXT29-1-1® text messaging services. PSAPs can choose from three industry-standard delivery options from Intrado, 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 thousands of PSAPs nationwide – all have the ability to transfer to any other PSAP without opening another session or browser or interfering with text calls.

Intrado TXT29-1-1® PSAP Services

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 the PSAP's call-handling solution, with minimal impact to the operations and seamless integration with call taking workflows. 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. PSAP-initiated text2911 as well as Text Translation are also supported by the Intrado call handling solution to further enhance the call taking experience.

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

45+
Years of 911 innovation and expertise.

6000+
Connections to PSAPs across North America

410M+
911 requests/year

Always there in an emergency

intrado.com

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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
- PSAP-initiated Text2911 allows call taker to initiate texts directly from the VIPER call handling solution
- Integrated In 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
- Fully Integrated with the Intrado Call Handling workflow, which includes PSAP-initiated TXT29-1-1
- Emergency Data Broker (EDB) text services allow alarm companies to send alarm notifications via TXT29-1-1 to your PSAP.
  - In over 600+ PSAPs serving 53 million in population
  - EDB text is free - no cost to the PSAP!

About Intrado

Intrado is the essential partner for those committed to saving lives and protecting communities anywhere in the world. As a leading global provider of trusted emergency response solutions, Intrado improves public safety outcomes by connecting help to those in need. The company blends legacy intelligence, modern technology, and passionately dedicated people to create end-to-end solutions that are innovative, resilient, intuitive, and insightful.

For more information, visit www.intrado.com.