January 2, 2014

Ex Parte

Marlene H. Dortch
Secretary
Federal Communications Commission
445 12th Street, SW
Washington, DC 20554

Re: **Facilitating the Deployment of Text-to-911 and Other Next Generation 911 Applications, PS Docket No. 11-153; Framework for Next Generation 911 Deployment, PS Docket No. 10-255; Verizon Wireless Third Voluntary Text to 911 Quarterly Status Report**

Dear Ms. Dortch:

In accordance with the voluntary agreement of December 6, 2012 filed in the above-referenced proceedings,[1] Verizon hereby files its third quarterly report summarizing the status of its deployment of a national Text-to-911 service capability.

Please contact me should you need any further information.

Sincerely,

/s/ Robert G. Morse
Robert G. Morse

Attachments

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[1] *See* Letter from APCO, NENA, AT&T, Sprint Nextel, T-Mobile, and Verizon, PS Docket Nos. 11-153 and 10-255, filed Dec. 6, 2012.

Attachment 1

Verizon Wireless
Third Voluntary Text to 911 Quarterly Status Report
January 2, 2014

In accordance with the Voluntary Agreement of December 6, 2012, Verizon Wireless ("Verizon") hereby provides its third quarterly progress report summarizing the status of Verizon's deployment of a national Text-to-9-1-1 service capability. Verizon remains on track to make this capability available to capable PSAPs by the May 15, 2014 date set forth in the Voluntary Agreement. As previously described in its previous quarterly reports, Verizon plans to offer PSAPs the choice of three Text-to-911 options, two of which are already available, and the third of which is targeted for launch in first quarter 2014. Each of these options also provides a bounce-back message capability. Verizon has and will continue to provide interested PSAPs with information on the various options and the capabilities the PSAPs will need to use these options. To date, some 46 different jurisdictions are using one of the text-to-911 options that Verizon currently offers or supports (up from 37 in October 2013), and several additional deployments are currently scheduled through early 2014.

Verizon Wireless Text to 911 Solutions

As previously reported, Verizon has selected a Text Control Center (TCC) vendor, Telecommunication Systems, Inc. (TCS), for its deployment of a nationwide Text-to-911 solution. The Verizon Wireless SMS911 National Gateway, first deployed in September 2012, offers PSAPs the choice of three Text-to-911 delivery methods for SMS messages, depending upon the PSAP's capability. This solution is consistent with the terms of the voluntary agreement and J-STD-110, Joint ATIS/TIA Native SMS to 9-1-1 Requirements and Architecture Specification.

The three 911 text delivery options, and an update on the status of availability of each, are as follows:

- SMS using a Web Browser Client - Using this option, the PSAP logs into SMS911 Gateway (the TCC) to receive and send 911 SMS messages. The PSAP must have public Internet connectivity and web browser capability for its call taker workstations. This solution is currently available to capable PSAPs and to date remains the preferred option for most of them.

- SMS to TTY – Using this option, (i) SMS messages are converted to TTY baudot tones prior to delivery to the PSAP and (ii) return TTY baudot tones are converted to SMS messages for transmission to the end user. Verizon launched the First Office Application (FOA) of this option with the State of Maine in May 2013, with additional early adopter PSAPs launched in July and August 2013. At the request of public safety and disabilities stakeholders Verizon has agreed to support some testing of this capability, but based on

discussions with the PSAPs currently utilizing this option, it is working reliably and to their satisfaction.

- SMS over Direct IP – Using this option, the PSAP installs its own dedicated and redundant IP circuits to SMS911 Gateway. This solution also includes interfacing with i3 PSAPs using SIP MSRP. Verizon Wireless has completed a field trial and is in the process of identifying candidate PSAPs for this option; the FOA launch was delayed slightly from late 2013 to the first quarter of 2014.

Note that in Durham, North Carolina and the State of Vermont, where Verizon and Intrado jointly initiated trials of text-to-911 technology, Verizon supports those jurisdictions' continued use of Intrado's text-to-911 solution. Subsequent to the trials, in November, 2013, Verizon has also deployed text-to-911 jointly with Intrado in Hamilton County, Ohio.

Bounce-back Capability

Verizon affirms that its solution provides a bounce-back (auto-reply) message in accordance with the Voluntary Agreement. The two options that either are generally available or that are now being deployed to initial PSAPs provide a bounce-back message and the third option will provide a bounce-back message once deployed.

Individual Text-to-911 Deployments and Consumer Outreach

A list of the 46 jurisdictions in which Verizon has already deployed text-to-911 as of December 31, 2013 is in Attachment A. Deployment in several other markets is ongoing, with several additional launches currently scheduled through early 2014. Verizon continues to work closely with state and local governments in their efforts to inform consumers of the availability and limitations of text-to-911 services. And Verizon continues to cooperate with state and local governments' public announcements of new launches to enable them to educate consumers on text-to-911's capabilities and limitations.

Attachment 2

Current Deployments- Live 12/31/13

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PSAP(S) Taking Texts	SMS Option	COUNTY	STATE	Completion Date
Durham Emergency Communications Center	Intrado TXT 2 911	Durham	NC	8/1/11
Vermont State Police-Williston (Entire State -8 PSAPs)	Intrado TXT 2 911	Chittenden	VT	4/16/12
York Poquoson Williamsburg 911 Center	Web Browser	York	VA	10/05/12
Wise County Sheriffs Department	Web Browser	Wise	TX	1/17/13
Decatur Police Department	Web Browser	Wise	TX	1/17/13
Bridgeport Police Department	Web Browser	Wise	TX	1/17/13
Steuben County E911	TTY	Steuben	NY	3/12/13
Frederick County ECC	Web Browser	Frederick	MD	3/21/13
Maine Dept. of Public Safety (2) (Entire State)	TTY	Cumberland & Penobscot	ME	5/24/13
Collin County Sheriffs Department	Web Browser	Collin	TX	6/28/13
McKinney Police Department	Web Browser	Collin	TX	6/28/13
Allen Police Department	Web Browser	Collin	TX	6/28/13
Frisco Police Department	Web Browser	Collin	TX	6/20/13
Monroe County 9-1-1 Center	Web Browser	Monroe	NY	6/20/13
Oneida County Sheriffs Office	Web Browser	Oneida	NY	6/7/13
Chemung Co Office Of Fire & Emergency Management	Web Browser	Chemung	NY	7/10/13
Lancaster County-wide Communications	Web Browser	Lancaster	PA	7/10/13
Montgomery County Sheriffs Office	Web Browser	Montgomery	NY	7/15/13
Dauphin County EMA	TTY	Dauphin	PA	7/15/13
Murphy Police Department	Web Browser	Collin	TX	7/16/13
Prosper Police Department	Web Browser	Collin	TX	7/16/13
Sachse Police Department	Web Browser	Collin	TX	7/16/13
Woodway Public Safety Department	TTY	McLennan	TX	7/22/13
Southampton County Sheriff	Web Browser	Southampton	VA	8/5/13
Luzerne County, PA	TTY	Luzerne	PA	8/14/13
Geauga County Des 9-1-1	Web Browser	Geauga	OH	8/20/13
James City County	Web Browser	James City County	VA	9/19/13

Current Deployments- Live 12/31/13

PSAP(S) Taking Texts	SMS Option	COUNTY	STATE	Completion Date
Somervell County Sheriffs Dept.	Web Browser	Somervell	TX	9/24/13
Erath County Sheriffs Office	Web Browser	Erath	TX	9/24/13
Hood County Sheriffs Dept	Web Browser	Hood	TX	9/24/13
Parker County Sheriffs Dept	Web Browser	Parker	TX	9/24/13
Weatherford Police Dept.	Web Browser	Parker	TX	9/24/13
Onondaga County Dept of Emergency	Web Browser	Onondaga	NY	9/27/13
Aspen-Pitkin County Communications Center	Web Browser	Pitkin	CO	10/9/13
Greenville County Sheriffs Office	Web Browser	Greenville	SC	10/28/13
Greenville Police, Simpsonville Police, Maudlin Police Dept	Web Browser	Greenville	SC	10/28/13
Greer Police, Fountain Inn Police, Travelers Rest Police	Web Browser	Greenville	SC	10/28/13
Missoula County 911 Center	Web Browser	Missoula	MT	10/31/13
Hamilton County, OH	Intrado TXT 2 911	Hamilton	OH	11/21/13
CSU Long Beach Police Department (CA Pilot Location)	Web Browser	Los Angeles	CA	11/20/13

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