

WHERE IS THE NEXT

GENERATION OF 911 IN NORTH

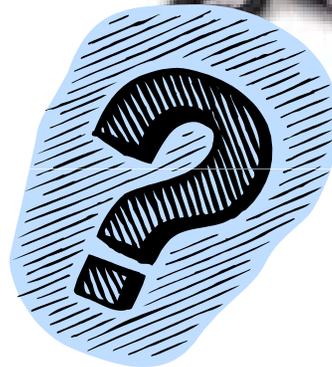
CAROLINA

Richard Taylor
October 13, 2011





This Generation 911



Demands Facing PSAPs

- **Over 240 Million 911 Calls Placed Annually**
- **Over 6,000 PSAPs Nationwide**
- **Over 276 Million Wireless Subscribers - 26% of US Households Only Wireless**
- **VoIP to reach 33.8 million subscribers in 2012 77.3% of households have access**
- **Growth of Telematics Markets**
 - **OnStar on all GM models > 2008**
 - **One Provider reports 6K requests each month**

Demands Facing PSAPs



- **Citizen
Expectation**
- **First Responder
Expectation**



How Tech Has Changed Our Lives

ARTICLE DATE : October 13, 2008

By [Jennifer L. DeLeo](#)

"Hand held devices certainly made aspects of our lives easier; We're no longer forced to send letters through the postal service, book vacations through travel agents, shop in stores, visit the library for research material, or wait for our photos to be developed. Thanks to technology, all of these activities can be performed either digitally or online."



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Federal Communications Commission
445 12th Street, S.W.
Washington, D. C. 20554

News Media Information 202 / 418-0500
Internet: <http://www.fcc.gov>
TTY: 1-888-835-5322

This is an unofficial announcement of Commission action. Release of the full text of a Commission order constitutes official action.
See MCI v. FCC, 515 F 2d 385 (D.C. Circ 1974).

FOR IMMEDIATE RELEASE:
August 10, 2011

NEWS MEDIA CONTACT:
Neil Grace, 202-418-0506
Email: neil.grace@fcc.gov

FCC Chairman Genachowski Announces Five-Step Action Plan to Improve the Deployment of Next Generation 9-1-1

Genachowski unveils ~~FCC strategy to harness the power of new technologies to save lives, enable the public to send emergency text, data and video to 9-1-1 and build a 21st century emergency communications system~~

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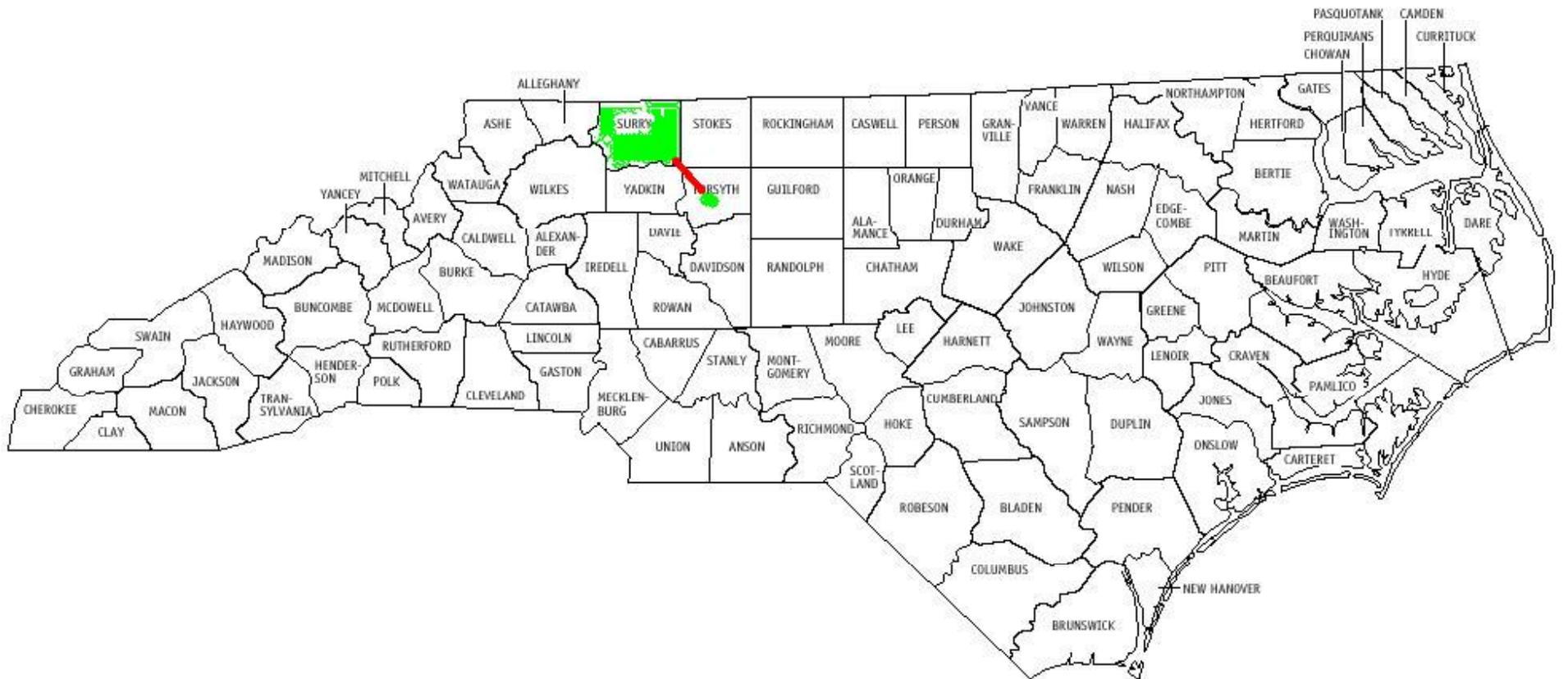
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TSPs Serving Compact Area

Wire-Line

AT&T
CenturyLink
North State
SurryTel
Windstream
Verizon Business

Other

Boost Mobile
Omni Pre-paid
Time Warner Business
Time Warner Cable
TRAC Phone
Virgin Mobile
Vonage

Wireless

AT&T Mobility
Carolina West Wireless
Cricket
Sprint/Alltel
T-Mobile
US Cellular
Verizon Wireless

- Partnership between CenturyLink & Intrado
- Intrado was certified as a Competitive Local Exchange Carrier (CLEC) August 19, 2002
- CenturyLink is registered as an Incumbent Local Exchange Carrier (ILEC)
- AT&T Interconnect Agreement was signed December 23, 2009

Durham 911 takes text messages

Posted: August 3

On Wednesday, Durham will become the first city in the state where residents can use their cell phones to send a text message about an emergency to 911.



If they can't make a phone call, Verizon Wireless customers can text messages of up to 160 characters to 911. Dispatchers need to know the location and nature of the emergency.

"Texting does have its purposes and its place where it can make a difference," said James Soukup, director of the Durham Department of Emergency Communications.

Durham city leaders said the more methods police and firefighters have to fight crime and respond to emergencies, the better it is for everyone.

