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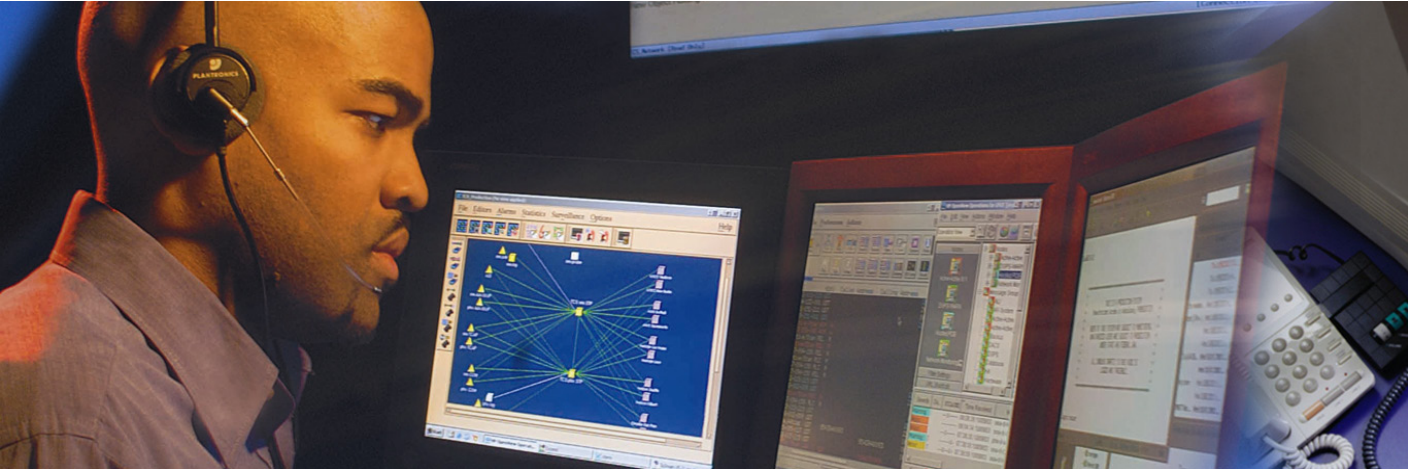
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Next Generation 9-1-1 Resources for the PSAP

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# Comtech TCS - Leading Public Safety

Comtech TCS has demonstrated its dedication to public safety by helping to build the foundation for E9-1-1 and NG9-1-1. We completed the first wireless E9-1-1 call, and from that point led the industry as innovators. Comtech TCS' mission is to make sure our solutions grow to meet the needs of the public safety community and its emergency responders. Comtech TCS led the industry in bringing Phase 1 and Phase 2 wireless E9-1-1 to the U.S., and played a similar role in delivering VoIP E9-1-1. Our additional leadership with SMS and cybersecurity has prepared us well to meet the challenges of NG9-1-1.

Capabilities and Services

- Operator and Carrier Solutions
- Business Continuity Services
- ESInet
- Enhanced 9-1-1 Solutions
- Mobile Public Alerting

- Call Handing
- Professional Services
- Government Solutions
- Cybersecurity Training and Services
- Navigation and Telematics
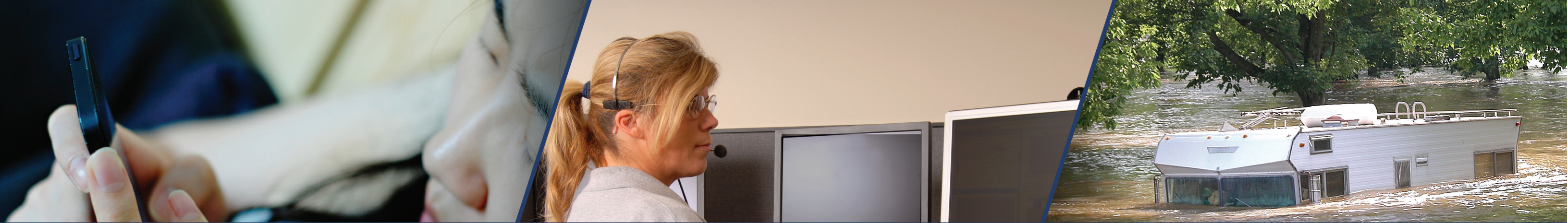
SOLUTIONS FOR THE PSAP

NG9-1-1
Comtech TCS NG9-1-1 is an end-to-end, standards-compliant NENA i3 system that combines Comtech TCS' ESInet and call handling solutions with powerful GIS tools and related system components and services.

Multimedia Delivery
EMedia™ provides your PSAP with a reliable, single-source foundation for multimedia communication. EMedia delivers 9-1-1 text messages from any carrier to any choice of PSAP interface (TTY, Web or text-enabled CPE) enables PSAP transfer capabilities for text, and integrates with CAD and recording systems.

Call Handling
The X-Solution™ ensures your agency meets today's needs. Two powerful technologies—IP and GIS—combine to transform the PSAP into a feature-rich, map-centric™ operation. Combine this with ALI and GIS databases validating against each other, sharing information over an i3 aligned ESInet, and your agency is now ready to handle all 9-1-1 calls from today's technology-based sources—IM, wireless and video.

ESInet
Intrepid9-1-1™ from Comtech TCS is a replacement for legacy solutions that reliably and accurately routes 9-1-1 voice calls and multimedia messages (including SMS Text-to-9-1-1) to Public Safety Answering Points (PSAPs), emergency responders and call takers. This scalable solution can be implemented at the state, regional or county-wide level.

Portable PSAP Solution
Ready9-1-1™ is a portable, deployable satellite communications solution that restores 9-1-1 call-taking services and makes sure you remain operational throughout any emergency. The ease of set-up and configuration of this compact, scalable solution allows trained call-takers to stay focused on serving the community and ensuring public safety.

Text to 9-1-1
SMS9-1-1, an award-winning, browser-based graphical user interface for managing multiple SMS9-1-1 sessions, is a feature-rich, easy-to-deploy service that enables PSAPs with IP connectivity to receive and respond to text messages from the public.

Mapped ALI
The xTrakker™ customizable and intuitive user interface enables your agency to locate callers with ease. While xTrakker™ integrates with most current call handling and CAD systems, when integrated with Comtech TCS' x9GIS™, a powerful Esri GIS database system can be realized.

GIS Services
An agency's map is constantly changing, yet managing the GIS data behind the map requires expertise and resources like a GIS DBMS. It also calls for a streamlined map data update process. Comtech TCS' team of GIS technicians can manage the data for your agency in our x9GIS™ database management solution.

Cybersecurity
An integrated, end-to-end portfolio of mission-critical cybersecurity services and training, Cyber9-1-1™ protects your public safety organization of any type or size from ever-evolving, persistent with capabilities to assess, validate, and train the systems and teams supporting the public safety infrastructure.

ALI DBMS
Comtech TCS' custom 9-1-1 DBMS software solution includes two levels of interface with 9-1-1 data: xALI DBMS™ for administrators, and xALI Web™ for service providers. xALI DBMS provides the administrator with access to and oversight of all the records in the local 9-1-1 database. xALI Web™ is the interface through which service providers can manage their records and process service orders.

Indoor Location Accuracy
Comtech TCS offers a solution that leverages multiple location technologies, including Wi-Fi and BLE, to deliver greater indoor location accuracy via Comtech TCS's LocatE9-1-1™ solution. As a cell phone moves through an indoor area (e.g., a mall, a high-rise) equipped with WiFi, when that phone calls 9-1-1, the dispatchable location of the associated WiFi access point(s) can be relayed to the PSAP and displayed to the 9-1-1 call taker.

SOLUTIONS FOR VOICE SERVICE PROVIDERS

Wireless E9-1-1
Comtech TCS' Wireless E9-1-1 solution enables wireless carriers to meet Phase I and II of the FCC mandate while providing the life-saving emergency services and security that wireless consumers expect. Using the unique architecture of the Xypoint® Location Platform and existing networks, Comtech TCS allows wireless carriers to handle wireless E9-1-1 calls by delivering the 10-digit callback number and originating location information to the appropriate PSAP. Where Phase II 9-1-1 has been deployed, Comtech TCS integrates with an agency's selected location vendor to provide a caller's location coordinates to the PSAP.

VoIP E9-1-1 Service
LiveWirE9-1-1™ is NENA standards-compliant i2 9-1-1 platform that enables VoIP service providers (VSPs) to provide reliable emergency services to their subscribers. LiveWirE911 provides call routing and ensures the identity and location of the subscriber.

VoLTE E9-1-1 Service
As the public embraces LTE networks, carriers must ensure that 9-1-1 services reliably support public safety requirements without interruption. Built upon the single largest VOIP emergency call processing platform in the nation, the Comtech TCS VoLTE 9-1-1 solution is cost-effective, highly flexible, standards-based and is fully customizable according to the carrier's LTE infrastructure. Comtech TCS VoLTE9-1-1 enables 4G/LTE carriers to provide both 9-1-1 call routing and originating coarse/precise location information, including the 10-digit callback number, in an all-LTE environment to public safety access points (PSAPs), allowing them to potentially reclaim or reuse 3G spectrum.

Text to 9-1-1
Comtech TCS provides SMS9-1-1 service to its carrier customers seven days a week, 365 days a year. Comtech TCS designs, builds, and provisions its services to be reliable, highly available, auto-aware, and fault-resilient. Comtech TCS delivers text-to-911 service to more than 500 public safety answering points across 33 states.

Address Validation
Comtech TCS' RAVE911™ is a real-time address validation service that meets 9-1-1 requirements for any provider offering nomadic or fixed-line voice service. RAVE911's revolutionary process of dynamically matching the subscriber's location (service address) to E9-1-1 Master Street Address Guide (MSAG) data ensures that validated E9-1-1 MSAG data will be provided to the PSAP, that you are safe to provision the subscriber, and that the subscriber can be added to your network.

ALI Steering
The Comtech TCS ALI Link™ service provides nationwide connectivity between ALI Link customers and more than 230 ALI databases used for E9-1-1. By providing access to standardized ALI databases through a single steering port, ALI Link saves the expense of building your own data circuits.

Indoor Location Accuracy
Comtech TCS' LocatE9-1-1™ solution leverages multiple location technologies, including Wi-Fi and BLE, to help VSPs meet the latest FCC mandate to deliver greater indoor location accuracy during emergency calls. When a cell phone moving through an indoor area equipped with WiFi or BLE beacons (e.g., a mall, a high-rise) dials 9-1-1, the dispatchable location of the associated WiFi access point(s) can be relayed to the PSAP and displayed to the 9-1-1 call taker.

Comtech TCS Response Center
Staffed by professionals trained and certified by APCO, the Comtech TCS Response Center (TRC™) is an emergency call center service offered to VSPs that need an added level of call delivery backup. The TRC takes calls for emergency assistance that do not successfully route through the normal call flow, ensuring that every 9-1-1 call is answered.

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