



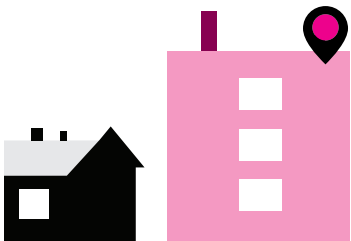
# Enhanced 911 for wireless callers

## Helping America respond to emergencies and disasters

America's 911 system provides a nationwide, emergency communications service across all 50 states. Wireless carriers and wireline phone companies must meet specific standards for 911 calling as established by the Federal Communications Commission.

Mobile phones play an important role in personal and public safety and can be a lifeline for people and first responders reacting to emergencies. Enhanced 911 or E911 supports wireless phone users who dial 911 making their location known to emergency services.

### ENHANCED 911 LOCATION ACCURACY:



FCC Requires 50 Meter Location Accuracy on 80% of 911 calls.

### American's rely on enhanced 911 services

In late 2014, the wireless industry and public safety advocates reached an agreement that will lead to more accurately locating indoor 911 callers. The industry is working to provide an indoor dispatch-able location or a vertical location estimate for callers in high-rise buildings.

### Looking to the future

Next Generation 911 (NG911) will enhance the 911 system to create faster, more flexible and resilient systems to keep up with technology used by the public. NG911 will enable emergency reporting via text, images, video and data.

### Quick facts:

 **80%**

240 million calls are made to 911 in the US each year. In many areas 70% or more are from wireless devices<sup>1</sup>

 **>62%**

The percentage of U.S households that has replaced landlines with mobile phones is growing beyond 62%.

 **50m**

FCC requires 50-meter location accuracy on 80% of 911 calls.

 **200k**

T-Mobile's network handles more than 47 million 911 calls every year — that's more than 200,000 emergency calls every day.

<sup>1</sup> [www.nena.org/page/aboutfaq2017](http://www.nena.org/page/aboutfaq2017)

## Wireless is an important public safety tool

In addition to 911 calls, mobile device users receive emergency alerts or use the many mobile apps and services designed to improve safety for individuals and communities.

The Wireless Emergency Alerts (WEA) public safety system notifies users with capable mobile devices of dangerous situations in their area that include:

- Imminent Threat Alerts
- Presidential Alerts
- AMBER Alerts

Social media also provides a way for people to share public safety information.

### GPS HELPS LOCATE HEART ATTACK VICTIM<sup>2</sup>

Air Idaho Rescue pilots were able to pinpoint the location of a local hunter in crisis at 7,200 feet using his cell phone GPS. The heart attack victim phoned Air Idaho himself and was located, retrieved, and transported to East Idaho Regional Medical Center all within 17 minutes of the call.

### TWEET SAVES LIFE OF INJURED BIKER<sup>3</sup>

Lost and unable to walk after hitting tree roots and flying over the handlebars, an injured biker didn't have a strong enough signal to dial out but tweeted: "I've had a serious injury and NEED Help!" At least six people called 911, and within minutes ambulances were dispatched.

### TEXTING AFTER AN EARTHQUAKE KEEPS FAMILY IN TOUCH<sup>4</sup>

A Georgia man was trekking through Nepal when a massive earthquake ravaged the country. He texted his wife to tell her he and his guide were alive and well after the disaster struck.

## FAQ

### DOES T-MOBILE SUPPORT TEXTING TO 911?

Yes, T-Mobile customers can text to 911 in areas where 911 call centers have requested it. Not all 911 call centers support text, however, and in those areas if you text 911, you should receive a bounce-back messaging telling you to call 911.

### DO SMALL CELL AND DAS DEPLOYMENTS IMPACT E911 MOBILE CALL ACCURACY?

With an outdoor DAS there is no impact to location accuracy. An indoor DAS may have a minor degradation in location accuracy. Even though Radio Access Networks utilizes Global Positioning System (GPS) as part of its location monitoring, this degradation varies by the specific distance of the sector location connected to the DAS Headend. T-Mobile's location technology works in conjunction with most distributed antenna systems and small cell deployments.

### HOW IS E911 CALLING IMPLEMENTED BY A JURISDICTION?

When a city or county makes the request to a carrier for E911, the carrier is required to deploy and complete the E911 implementation within six months of the request. T-Mobile makes all our E911 deployments within the six month timeframe.

<sup>2</sup> [www.komonews.com](http://www.komonews.com)

<sup>3</sup> [www.mnn.com](http://www.mnn.com)

<sup>4</sup> [www.ajc.com](http://www.ajc.com)



### DOES YOUR HOME HAVE A STRONG SIGNAL?

"Today, (home) buyers want to know about the home's technology. They want to hear about cell service and Internet, not cable and telephone."

*Author: Michael Estrin, Bankrate.com*



### 4 WIRELESS EMERGENCY TIPS

1. Network providers must transmit 911 calls, even if your provider doesn't have coverage in that area.
2. Texts require less bandwidth and can often be transmitted even when you face a weak signal or crowded network.
3. Store emergency contacts in your mobile device with letters "ICE" (In Case of Emergency) before the name in case you can't tell aides yourself.
4. To avoid "pocket calls" to 911 operators, lock your mobile phone before putting it away — and please don't program 911 into your address book.