# Text2Them for Text to 911 (NG911)
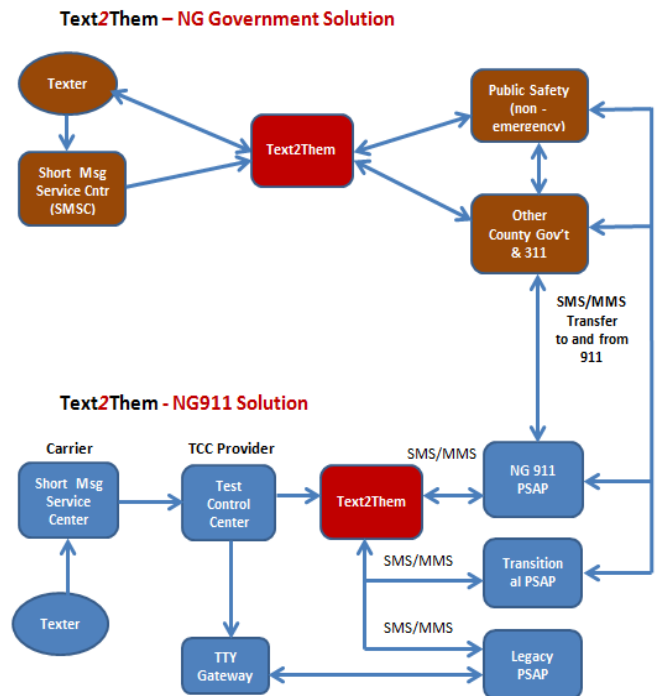## *Includes NG Government Solution*

## Overview

The ability to send text messages to 911 can be lifesaving when voice calls are dangerous or impossible to make. This need becomes even greater during, and after, major disasters when voice lines are jammed or become inoperable due to damage. However, what do you do with non-emergency text messages? Should 911 be the only number in government that receives text messages? If 911 is the only number that can receive texts during emergencies this will flood PSAPs with non-emergency texts that could, and should, be handled by other agencies. Text2Them provides the first text to 911 platform that allows texting to 911 and other agencies immediately and without costly equipment upgrades.

## Key Benefits

- Text in and out of PSAPS
- Transfer text conversation in and out of PSAPS
- Send/Receive pictures and videos
- Communicate when voice lines are jammed
- Manage call center during peak disaster periods
- No equipment upgrades needed
- Platform allows for multiple dispatchers
- Archive conversations
- Platform allows for dispatcher to engage in multiple conversations simultaneously

## NG911 - NG Government Solution



### Text to More than PSAPs
(Sample Text Directory)

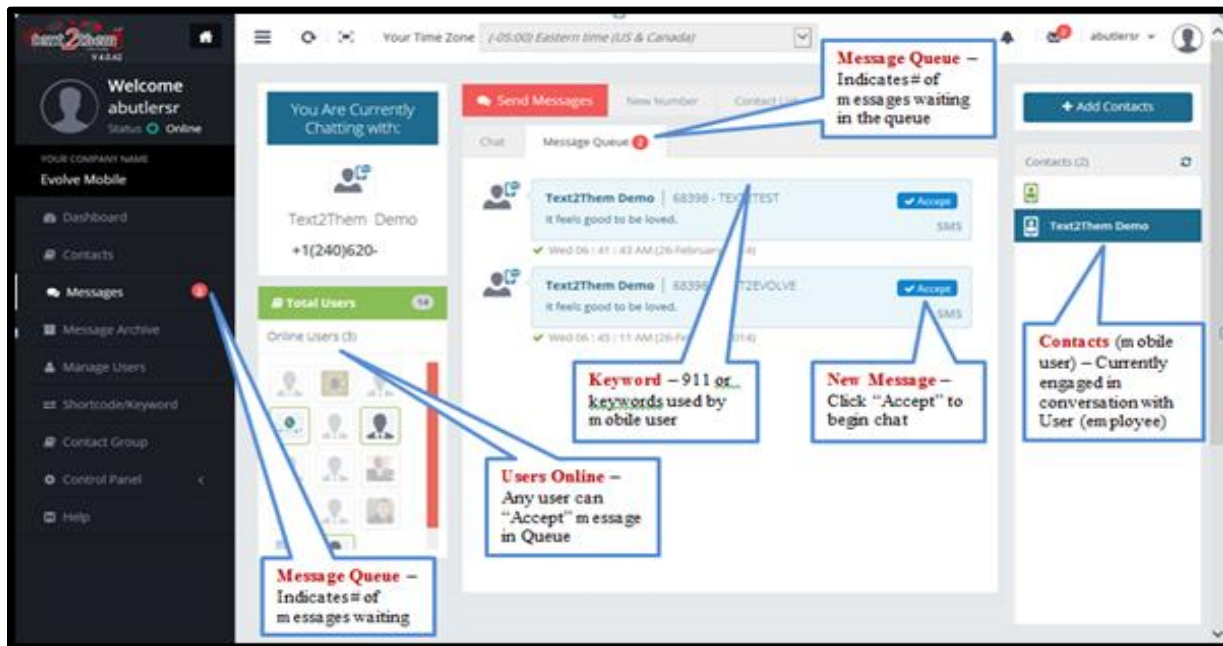| Department | Phone | Text |
|---|---|---|
| PSAP | 202-123-4567 | 911 |
| 311 | 202-123-4568 | 4568 |
| Public Works | 202-123-4569 | 4569 |
| Fire | 202-123-1270 | 1270 |
| Police | 202-123-1271 | 1271 |

*Loudoun County Public Safety Challenge*
*Text2Them Winner of the "Most Disruptive Technology Award"*

*Lt. Charles Manning with Loudoun County Sheriff's Office, who sat on the six-person judges panel called the idea, [Text2Them two-way texting for all agencies], a game changer. He oversaw the county's 911-dispatch center for the last year and a half and said, "What you're proposing is an area we can improve upon. It's in a good price point, it's easy to implement and it's forward thinking." Loudoun Business*

## Features

➤ **Messages** – Receive and send text messages to individuals or groups.
➤ **Contacts** – Adding, deleting and editing your contacts (clients, employees, etc.)
➤ **Import Contacts** – Upload contacts from Excel
➤ **Message Archive** – Stored history of previous text message conversations
➤ **Manage Users** – Create and Manage Users (employees in your network
➤ **Shortcode/Keyword** – Use our shortcode or use your own.
➤ **Contact Group** – Establish groups such as "Clients", "Employees", etc. and place contacts within these groups
➤ **Administrator Control Panel**
  • **Department** – Employee and user department classification
  • **Campaign** – Establish and track promotional campaigns
  • **IP Address** – Control user's ability to log in via specific computers by assigning IP addresses
  • **User Login Logs** – View employees/user login activity
  • **Error Messages** – System error logs for admin review

## System/Security

**No Equipment** – Text2Them is web based and there is no need to purchase additional equipment or software

**Customer Support** – Customer support is available 24/7

**Security**
  •Secure Cloud Servers (www.rackspace.com)
  •Outgoing SMS message encryption
  •Admin controlled IP address access/restrictions.

## . SMS Statistics

• **Portio Research** (February 2012): 7.8 trillion SMS messages were sent in 2011. SMS traffic is expected to reach 9.6 trillion by the end of the year.

• By 2013, worldwide SMS revenue is forecasted to break the USD 150 billion mark for the first time, and will continue to grow for the next two years.

**Text2Them, Inc.**
Phone 301-262-7574   Text 240-620-5232
Email: Contactus@text2them.com
website: www.text2them.com

For more info text TEXT2THEM to 68398