



## **Intrado Life & Safety Announces Free Interim TXT29-1-1 Relay Solution, Broadening Coverage Across the Nation**

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### **Public Safety Answering Points (PSAPs) Can Leverage Intrado Services to Enable Non-Voice Contact with 9-1-1 Emergency Services**

OMAHA, Neb., May 26, 2020 (GLOBE NEWSWIRE) -- [Intrado Corporation](#) ("Intrado" or the "Company"), a global leader in technology-enabled services, today announced it will enable its Emergency Communications Relay Center ("ECRC") to provide its TXT29-1-1<sup>®</sup> Relay solution to PSAPs that have not yet deployed a direct text-to-911 service. This interim solution accelerates text-to-911 coverage across the country and provides individuals the ability to contact 9-1-1 without using a voice call.

During these unprecedented times, mounting data suggests that there has been a significant increase in domestic violence, driving a greater need for a caller to reach 9-1-1 discreetly without using voice. Intrado estimates nearly half of all PSAPs in the United States have not yet implemented texting as a means to initiate a 9-1-1 response. Intrado, a trusted provider of 9-1-1 systems, services, and infrastructure across North America for over 40 years, was the first to offer a text-to-911 solution for both PSAPs and wireless carriers and is currently the largest provider of text-to-911 services for public safety nationwide.

With the Interim TXT29-1-1 Relay solution, text-based emergency requests are processed by Intrado's ECRC, which is staffed by a team of highly trained 9-1-1 telecommunicators who handle thousands of 9-1-1 calls each month. Intrado's ECRC team will act as the communication relay between the text originator (via text) and the PSAP's personnel (via phone).

"It is not uncommon to see a rise in emergency assistance requests during challenging times. As a leading provider of public safety solutions, we have a social responsibility to leverage our technology to aid individuals who need to contact 9-1-1 without using their voice," said Jeff Robertson, President of Intrado Life & Safety. "With text to 9-1-1 deployments lagging across the nation, this interim approach enables broad coverage to ensure emergencies are handled with the utmost care and safety of these individuals in mind."

Intrado's Interim TXT29-1-1 Relay solution will be available at no cost for a term of six months after the deployment date. This is not intended to be a substitute for a direct text-to-911 solution, and Intrado will continue to work with Public Safety agencies to determine a long-term approach for handling their text-based 9-1-1 requests.

PSAPs can initiate Intrado's Interim TXT29-1-1 Relay solution by signing a Letter of Agency that authorizes Intrado to act as its proxy on an interim basis, thereby enabling originating texts to be handled by Intrado as a relay function. To get started, visit Intrado's [Interim TXT29-1-1 Relay solution](#) web page for more info.

Watch Blue Cell's Michael Brown interview Intrado's John Kearney, Senior Vice President and General Manager Carrier Services, on Intrado's Interim TXT29-1-1 Relay solution: <https://youtu.be/LI9iILGriwo>.

### **About Intrado Corporation**

Intrado Corporation is an innovative, cloud-based, global technology partner to clients around the world. Our solutions connect people and organizations at the right time and in the right ways, making those mission-critical connections more relevant, engaging and actionable - turning Information to Insight.

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