



# Product Brief

## Smart 911 from AT&T

### Smart911 Basic

### Smart911 with Supplemental, Enhanced ALI

Imagine having up-to-date tactical intelligence in an emergency situation that could make the difference. Knowing how many family members live in a home means knowing whether you have to take that next step back into the fiery dwelling. Emergency Medical Technicians (EMTs) show up with an understanding of a resident's allergies, with medication already in hand. What kind of difference could be made if you already knew the floor and apartment number and the dispatcher could reassure that person that help is on the way immediately. How much peace of mind and confidence could come with that much more information?

When dealing with an emergency, first responders need vital information – they need it quickly and accurately. Smart911 from AT&T lets citizens create private online profiles that are automatically shared with dispatchers if they call 9-1-1. Law enforcement, fire departments and EMTs suddenly know more about how to help.



Traditional 9-1-1 services provide call takers and dispatchers with only the most basic data – phone number and some level of location information. They then spend vital minutes securing additional information from panicked, frightened or injured callers. Smart911 from AT&T allows citizens to provide the details about themselves and members of their family that can be used to improve 9-1-1 call taking, dispatch, and emergency response. Smart911 from AT&T is delivered in collaboration with Rave Mobile Safety, a provider of software for campus and public safety.

#### How it Works

Smart911 enables citizens to enter information that they want to make available to 9-1-1 call takers and dispatchers through a highly secure website at [www.Smart911.com](http://www.Smart911.com). Creating, maintaining and utilizing this profile is free of charge for citizens. Information can include children's photos, medical conditions, disabilities, home addresses of cellphone callers, and other vital facts. Smart911 delivers this information automatically with a 9-1-1 call to the to the call taker's and dispatcher's work station at participating Public Safety Answering Points (PSAPs). Smart911 delivers rich caller information utilizing today's infrastructure and can seamlessly migrate to a NG9-1-1 IP-based system – for simple deployments into any environment. Critical caller data can also be delivered directly to EMS and first responders en-route. Smart911 also allows location re-bidding, even during a text session when the caller is no longer on a voice call.

### Potential Benefits

- Improves 9-1-1 call processing and dispatching effectiveness
- Free to citizens
- Provides public safety agencies the information they need to assist 9-1-1 callers
- Gives callers peace of mind knowing first responders already have the data necessary to help them
- Call takers and dispatchers can more quickly act on data in caller profiles by dispatching law enforcement, firefighters, or medical personnel to the scene with important facts already in hand
- Helps identify critical issues when caller is under duress/stress
- Allow callers that are hard of hearing or unable to speak to communicate via SMS text with 9-1-1

### Features

- National system works with all call types – Landline, Mobile, VoIP – with real time screen pops accompanying calls
- Shortens the time-consuming process of gathering background information
- Data is validated by citizens regularly, aged data not shown
- Operational procedures reviewed by APCO/NENA
- Works on existing workstations and is CJIS compliant

AT&T can also offer a scaled functionality version of Smart911, Smart911 Basic.

### Smart911 Basic Includes

Smart911 Basic relies on the existing Smart911 platform and contains the following modules:

- Additional Data Platform
- Call-then-text (SMS chat)
- Call Notes
- Panic Button data

Smart911 Basic provides the platform that allows you to add Enhanced ALI or support Panic Button when your operation or municipality is ready. Smart911 Basic still allows you to create notes available for your 911 dispatchers to retrieve during future calls. Floor plans, descriptions and locations of key personnel, and numbers and locations of students and/or employees at schools or other facilities can be stored and retrieved when required.

	Smart911 Standard	Smart911 Basic
Additional Data Platform	Yes	Yes
Call-then-text	Yes	Yes
Call Notes	Yes	Yes
Panic Button Data	Yes	Yes
Citizen Profile Data	Yes	
ICE Standard App Data	Yes	

### Pricing

Rave Smart911 PSAP Installation	One Time SET UP Fee \$9,250
Rave Smart911 Per Seat/Per Call-Taker Position	Annual License \$6,450
Rave Smart911 Basic Per Seat/Per Call-Taker Position	Annual License \$3,000

Smart911 Basic also allows callers that are hard-of-hearing or unable to speak to communicate via SMS.

Public safety is among the most valuable citizen services. Smart911 from AT&T provides

public safety agencies the confidence they need to better help citizens, and gives those that are scared, sick or injured peace of mind knowing that those they need most have what they need to help them.

**For more information contact an AT&T Representative or visit [www.att.com/smart911](http://www.att.com/smart911).**

### Important Information and Additional Terms

General: Smart911 from AT&T ("Smart911") is available only to government customers with a qualified AT&T agreement ("Qualified Agreement"). Smart911 is subject to the Qualified Agreement, applicable Sales Information, terms and conditions found at <http://terms.ravewireless.com/terms/att2014.html> ("Additional Product Terms"). Any Additional Product Terms not allowable under applicable law will not apply, and the Qualified Agreement will control in the event of any conflict between the Qualified Agreement and the Additional Product Terms. Customers choosing the Annual License must pay in advance and there are no refunds. Customers choosing the Monthly License pay in arrears. May not be available for purchase in all sales channels or in all areas. Additional hardware, software, services and/or network connection may also be required. Availability, accessibility, security, delivery, speed, timeliness, accuracy and reliability are not guaranteed by AT&T. Additional fees, charges, taxes and other restrictions may apply. Offer subject to change.

