Massachusetts 9-1-1 Help is at your fingertips. EMERGENCY

Update to Telematics Call Routing and ALI Information

Telematics is an industry which computer and cellular technology together to provide consumer-driven vehicles with location-based, GPS services for automatic roadside assistance, remote diagnostics and sophisticated voice recognition technology. The subscriber/occupant requests assistance by pressing a designated button OR through an automatic collision notification technology sent by the system. All calls are received by emergency call centers established by the Telematics companies – a Telematics Call Center (TCC). Beginning in October 2009, Massachusetts began receiving requests for assistance placed through OnStar on 9-1-1 trunks.

Today **ALL** requests for assistance by *any* Telematics subscriber will be delivered as direct calls to PSAPs via your 9-1-1 wireline trunks. All Telematics companies serving Massachusetts will utilize a VoIP technology to selectively route a request for emergency assistance to a designated PSAP via the 9-1-1 network.

The TCC still receives the initial request for assistance from the subscriber. Then, once the geographic location of the caller is determined, the TCC operator will route the call to the appropriate PSAP, while preserving the Telematics location. The TCC operator will relay critical incident information, and in some instances, create a conference call between the subscriber and the PSAP. Contacting the PSAP using the 9-1-1 trunks will be limited to situations where there is an immediate need for police, fire or EMS.

The PSAP will not only receive the voice portion of the call, but also receive ALI Display information including the following: (*A sample ALI screen is pictured here.*)

1. The "Calling Number" and "MTN" phone number provided is a pseudo ANI (pANI). It is a **fake** number, similar to that of a wireless pANI.

2. *NEW!* Class of Service for Telematics service: **TMLA**

3. The callback number for the **TCC** and it identifies the Telematics company as calling party.

4. *NEW!* Identification or Reference number assigned to this request by the TCC. This can be used by the PSAP should the call be disconnected or when additional information is needed.

5. Based on the GPS coordinates received, **MapStar will plot the latitude and longitude** shown on the ALI Display to provide an approximate location of the subscriber.

6. The screen prompts for the following:

   ✓ **QUERY CALLER FOR LOCATION –** To confirm the location plotted on MapStar, similar to Phase II wireless.

   ✓ **QUERY CALLER FOR CALLBK# –** Callback number is not provided on the ALI Display.

ALI Display

[ALI]   Retransmit   Options

1. Calling Number **(978) 211-5555**
   ALI   History (0)   Supp Info (0)

   20?
2. **TLMA 16:00   09/18**
3. **(800) 915-9309 COID= TRDO**
   ATX/CCAS Telematics Call Center

4. **ID # 55068920**

   VEHICLE EMER CALL   MA
   COID=CCAS
   ESN=312   MTN:978-211-5555
5. **LAT:+042.814225   LON:-070.874519**
   ELV: COF:0   COP:000

6. **VOIP CALL**
   QUERY CALLER FOR LOCATION
   QUERY CALLER FOR CALLBK#

Current/Last ANI

For additional information, please visit our website at **www.mass.gov/e911**
and look under the **PSAP Resources** in the bottom right corner.