

TeleCommunication Systems' SMS 9-1-1 Offers a New Lifeline for the Hearing-Impaired and People at Risk in Noise-Sensitive Situations

June 11, 2012 7:53 AM ET

Text Messaging Provides a Mainstream Communication Pathway for Emergency Services

ANNAPOLIS, Md., June 11, 2012 /PRNewswire/ -- TeleCommunication Systems, Inc. (TCS) (NASDAQ: TSYS), a world leader in highly reliable and secure [mobile communication technology](#), today announced its SMS 9-1-1 solution is giving a voice to both the hearing-impaired community and people in noise-sensitive emergencies.

TCS is the largest U.S.-based provider of text messaging infrastructure, with software that has delivered almost one trillion text messages over the last 12 months. SMS has proven to be a mainstream communications method, and requests to provide 9-1-1 services through this heavily-used medium have become more frequent and strident. The [TCS SMS 9-1-1](#) product suite provides a day-to-day reliable and cost-effective solution that meets Public Safety Answering Point (PSAP) requirements, while providing the public with a mainstream communication channel to contact emergency services rapidly via text messaging. The TCS Direct IP last-mile solutions overcomes the inherent limitations of using TTY for final text session delivery, and the TCS SMS 9-1-1 solution uses currently deployed location technologies to automatically locate the emergency texter.

SMS 9-1-1 Products and Features:

- **TCS Geospatial Emergency Messaging (GEM9-1-1™) PSAP Client:** This full-featured, lightweight, browser-based web client is a graphical user interface (GUI) used by PSAPs to manage multiple SMS to 911 sessions. The GEM9-1-1 client provides one-to-one direct conversation between the emergency texter and the PSAP call taker and further provides for the PSAP call taker to efficiently manage incoming requests or to transfer ongoing sessions to other call takers as the need arises.
- **TCS Text Positioning Center (TPC):** This platform provides automatic text location determination, text session management and text routing at its core. The TPC provides the PSAP flexibility in choosing a variety of last-mile options for text delivery, while relieving the need for additional services within the wireless carrier's network and at the PSAP IT office.
- **Last-Mile Options for PSAPs:** For PSAP integration, a last-mile option offers secure web client and IP-based Application Programming Interfaces (API) or a TTY option for PSAPs that choose this path.
- **Forward Compatible with NG 9-1-1:** In addition to GEM911 and TTY text delivery to the PSAP, the TCS SMS 9-1-1 solution is fully forward-compatible with PSAPs who have deployed NENA i3 NG 9-1-1 systems. This allows wireless carriers to deliver text messages to PSAPs today and as they transition to NG 9-1-1 in the future.
- **Uses Existing Wireless Network Infrastructure:** By utilizing the wireless carrier's existing infrastructure, the TCS SMS9-1-1 product suite minimizes the need for additional resources and streamlines deployment.
- **Robust Full-Session Management:** The TCS SMS 9-1-1 solution completely manages SMS communication sessions regardless of transfers between PSAPs, with feature-rich transcription that logs call taker attributes and time stamp metrics.
- **No Need to Upgrade PSAP CPE/CTI Equipment:** With the TCS TPC platform providing legacy TTY delivery or IP browser-based delivery, PSAPs are not required to expend financial resources on call taker station upgrades.
- **Immediate Deployment:** The TCS product suite is end-to-end and enables immediate SMS 9-1-1 for wireless carriers and PSAPs alike.

Supporting Quote:

- **Chris Nabinger, senior vice president, Safety and Security Group, TCS,** said: "It is estimated that about 70 percent of current 9-1-1 calls today are placed from wireless phones and more than two trillion text messages were delivered in the last 12 months alone. As the pioneer in E9-1-1 and the North American leader in text messaging, TCS is leveraging its expertise to introduce a new 9-1-1 solution to anticipate upcoming FCC mandates and enable a new emergency communication pathway to keep up with mainstream user requirements. TCS is pleased to offer the SMS 9-1-1 solution to wireless carriers so that upon installation, PSAPs are able to communicate with the public via SMS."

Since deploying the first U.S. wireless E9-1-1 solution in 1998, TCS has been leading public safety solutions for wireless E9-1-1, NG9-1-1 and E1-1-2. TCS supports half of all U.S. wireless E9-1-1 calls, serving more than 140 million wireless and IP-enabled devices. With the nation's only non-carrier TL 9000-certified wireless and VoIP E9-1-1 Network Operations Center

(NOC), TCS' highly-reliable E9-1-1 solutions ensure that a subscriber's emergency call routes to the appropriate PSAP and automatically pinpoints the caller's location information. TCS is an innovator in public safety technology; the company holds over 200 patents, with a total of 30 issued public safety related patents and another 55 pending worldwide.

About TeleCommunication Systems, Inc.

TeleCommunication Systems, Inc. (TCS) (NASDAQ: TSYS) is a world leader in highly reliable and secure mobile communication technology. TCS infrastructure forms the foundation for market leading solutions in E9-1-1, text messaging, commercial location and deployable wireless communications. TCS is at the forefront of new [mobile cloud computing](#) services providing wireless applications for navigation, hyper-local search, asset tracking, social applications and telematics. Millions of consumers around the world use TCS wireless apps as a fundamental part of their daily lives. Government agencies utilize TCS' cyber security expertise and professional services for mission-critical communications. Headquartered in Annapolis, MD, TCS maintains technical, service and sales offices around the world. To learn more about emerging and innovative wireless technologies, visit www.telecomsys.com.

Except for the historical information contained herein, this news release contains forward-looking statements as defined within Section 27A of the Securities Act of 1933, as amended, and Section 21E of the Securities and Exchange Act of 1934, as amended. These statements are subject to risks and uncertainties and are based upon TCS' current expectations and assumptions that if incorrect would cause actual results to differ materially from those anticipated. Risks include those detailed from time to time in the Company's SEC reports, including the report on Form 10-K for the year ended December 31, 2011, and on Form 10-Q for the quarter ended March 31, 2012.

Existing and prospective investors are cautioned not to place undue reliance on these forward-looking statements, which speak only as of the date hereof. The Company undertakes no obligation to update or revise the information in this press release, whether as a result of new information, future events or circumstances, or otherwise.

(Logo: <http://photos.prnewswire.com/prnh/20120503/PH99996LOGO>)

Company Contact:	Media Contact:	Investor Relations:
TeleCommunication Systems, Inc.	Nadel Phelan	Liolios Group, Inc.
Meredith Allen	Graham Sorkin	Scott Liolios
410-295-1865	831-440-2406	949-574-3860
MAllen@telecomsys.com	graham@nadelphelan.com	info@liolios.com

SOURCE TeleCommunication Systems, Inc.