1. Introduction

ALL TERMS DESCRIBING THE SERVICE ARE SUBJECT TO THE LIMITATIONS, DISCLAIMERS AND ROLES AND RESPONSIBILITIES HEREIN.

This service guide describes West's TXT29-1-1 Third Party T-ESRP-UA service ("Service").

Third Party Terminating ESRP UA ("T-ESRP") provides non-West Call Handling ("CPE") solutions to provide an integrated Call Handling solution that supports a Public Safety Answering Point ("PSAP") the ability to receive and respond to an emergency service request using an SMS text.

Service is a solution offering emergency delivery of SMS over an Internet Protocol ("IP") network to an ATIS J-STD-110 Compliant PSAP. Emergency text messages, initiated from text capable devices properly provisioned on a text enabled wireless service provider network, within the PSAP jurisdiction, are routed to the PSAP using text initiator cell sector location, where it can be processed by the emergency call handling system.

West's Service enables third party CPE provider ("Customer") call taker/PSAP ("End-User") to receive and respond to an emergency service request using an SMS text message. Service provides a messaging gateway and required routing services for delivery of emergency service requests sent via SMS text message to 9-1-1 to the CAD user interface.

Supporting Service is Internet Transport Services ("ITS") or West's A9-1-1 Routing Service for Text delivery to End-User. ITS provides managed edge devices and a secure VPN over Customer provided Internet between the PSAP and the West Data Center to support Service. Similarly, the West A9-1-1 Routing Service can be used to establish equivalent connectivity.

2. Service Overview

2.1. TXT29-1-1 Service Solution Description for Third Party T-ESRP

West's Text Control Center ("TCC") interface enables a provider of call processing equipment ("CPE") (Customer) to provide Service for End-User to receive and respond to an emergency service request using an SMS text message. Service provides a messaging gateway and required routing services for emergency service requests sent via SMS text message to 9-1-1.

Customer is responsible for the development and support of a T-ESRP UA to accept a J-STD-110 compliant text service. Customer is responsible for the integration of the TXT29-1-1 Service into the T-ESRP user interface provided to Customer.

Customer may obtain Service direct from West. West will work with Customer to support the deployment of Service.

Upon receipt of a new SMS message, a session is established between the TCC and a West certified compliant Customer T-ESRP that there is a new text message.

Subject to limitations and conditions herein, including Customer obligations and responsibilities, Service enables the T-ESRP with the following features:

- Alert to call taker that an emergency text message has arrived
- Ability to accept, complete, and place in queue any incoming text messages
- Ability to display the Request Initiator location as an in-band message
- Log retention of text dialogues
- Implementation services, Training, and Customer Technical Support

Only text messages where Customer Initiator's location appears to fall within Customer's defined text enabled PSAP boundaries will be routed into the PSAP message queue.
2.1.1. **TXT29-1-1 Daily Operational Support and Escalation Procedures**

West will provide daily operational support to the extent outlined in the service order for Customer. West will provide appropriate contact information to Customer. West is dependent on Customer or Customer to provide timely and accurate information to resolve problems. Failure of providing timely and accurate information to West will impair the ability to resolve escalated incidents.

2.1.2. **Subpoena Compliance**

West will reasonably comply with requests made by Customer for specific subpoena-related audit record data. West can accommodate most requests within five business days, provided that the request contains the full call back number (wireless text call), PSAP name, and a specific date and time. Requests for data that are vague or require extensive research will not be processed until additional detail is provided by Customer.

Requests that require extensive research will be subject to additional charge.

2.1.3. **System Audit Records**

West will store system audit logs for the West systems involved in 9-1-1 text processing. For example:

- Text Service Transcripts

West stores system audit logs for minimum one year. West can provide pricing for data recovery past the service order term, on request.

2.2. **Service Features**

2.2.1. **Internal Transfer**

TCC now supports a variety of “in-band” commands that can be sent by the PSAP to invoke certain feature-specific actions on the TCC. Transfer is initiated utilizing the #T command.

- Allows 2 PSAPs to correspond privately utilizing the #P command
- Conference in another PSAP
- Transfer text dialog to another PSAP
- Upon a PSAP transfer the LAST known location is forwarded, in the initial message.
- Airbus Vesta CPE PSAPs utilize their own transfer ability and not this in-band TCC command. Their internal transfer ability is developed within their own software.

2.2.2. **External Transfer**

External PSAP transfer extends the existing transfer function utilizing the same #T command to prompt a transfer.

- External PSAP transfer allows for transfer of TXT29-1-1 dialogs to PSAPs using a different TXT29-1-1 TCC provider, other than West.
- In order to utilize the external transfer function the PSAP must be West text enabled.
- The PSAP receiving the transfer does not need to be West text enabled.
- External transfer operates like the internal West PSAP transfer functionality.
- Upon text enablement with West, key words will be established for selected PSAPs to support transfer.
- Upon text enablement with West, settings can be configured to allow for multiple transfers of a text dialog, allowing for an unlimited amount. The default setting for multiple transfers is 10.

2.2.3. **Back-up/Failover**

Back-up/Failover allows for a PSAP to designate an alternate PSAP to receive its TXT29-1-1 messages if the PSAP does not answer a text within 30 seconds. This is an optional service.

- Designation of a primary and secondary PSAP
- Messages continue to try the primary
• Route to secondary after 30 seconds if no answer (this is a universal setting, non-configurable)

2.2.4. Location Update

TCC allows the special command, called the “locate command”, to obtain updated location information of an emergency texter. Specific keywords provide the PSAP call taker with the ability to request a location update for an active dialog.

• #L is the command used by the PSAP call taker.
• Upon a PSAP transfer, the LAST known location is forwarded in the initial message.

2.2.5. Media Delivery Configurable by Carrier & PSAP

Media and media notifications are available to PSAPs that opt-in for receipt. The PSAP will opt-in or out at the time of requesting service. A project is underway to address the PSAPs that are already text enabled that want to establish MMS delivery in the below outlined method.

How it works:

• PSAPs pre-configure three email addresses where TCC will auto-send media files. This removes the need for PSAPs to call West to retrieve their media files.
• PSAPs can have the ability to choose whether they would like to receive MMS files or not. The default, upon deployment, is set to not send MMS. If the PSAP chooses to shut MMS off after opting in, they need to put in a ticket with the help desk for Mobility Sys Admin.
• If the PSAP call taker does not have immediate access to the pre-configured mailbox(es) receiving the media files, an in-band command can be initiated to have the media sent immediately to an email of its designation ex. #email Janedoe@psap.com. The PSAP policy will dictate if the call takers utilize this command.
• A PSAP will be able to transfer media files to another PSAP. Example- If PSAP A initiates a transfer to PSAP B as long as PSAP B elects to receive media, the files are transferred. If PSAP B has opted out of receiving media files, they will remain logged at PSAP A.
• Group MMS messaging is not available. Example: The texting party is having a heart attack and text messages 9-1-1 and their spouse. The message will go through to 9-1-1. It is the responsibility of texting application provided by the carrier to manage this situation, NOT TCC.
• MMS size limitations are based on what the carrier can accept. The default is set to 5MB which is the largest carrier requirement encountered to date. If this increases in the future, we can scale to the increased limits required by the carrier.
• If a carrier does not deliver MMS to a PSAPs jurisdiction that PSAP cannot accept MMS from that carrier.
• MMS plain text is delivered to the PSAP in its original state uninterrupted. If non-text MMS media is received and the PSAP is not prepared or has not opted in to receive MMS, the non-text media is not sent to the PSAP and a message is sent to the texting party informing them that the image, video, audio, etc. was not delivered to the PSAP.

2.2.6. Configurable Timeout Timer

The TCC has a configurable timer that will terminate the text dialog after a period of inactivity. The default time value is 120 minutes. The timer can be applied on a per PSAP basis. When the activity timer triggers, the TCC sends a canned message to the texter informing them that the session has timed-out.

2.3. Data Transport

2.3.1. A9-1-1 Service for Text Delivery

Customer utilizing West’s A9-1-1 Routing Service can leverage its existing transport to facilitate Service delivery to the PSAP. The point of demarcation for Customer A9-1-1 service connectivity is the same as described in the diagrams provided below.
2.3.2. ITS Overview

Supporting Service is ITS or West's A9-1-1 Routing Service for Text delivery to Customer. ITS monitors Service over managed edge devices and a secure VPN through a Customer provided Internet connection between Customer and the West Data Center.

ITS routers are deployed in either single-router or dual-router architecture. Each ITS router is dual-homed to geographically-redundant POPs within the West ESInet. All application connectivity will traverse a device with border-control functionality (“BCF”) to reach elements within the West ESInet such as the TCC for delivery of West's Integrated Service as shown in Figure 1.

Figure 1: TXT29-1-1: Third Party T-ESRP High Level Diagram

ITS is deployed in one of three configurations:

a. Host-Remote/Multi-node/ESInet
b. Standalone PSAP with shared use public IP connection (non-Isolated)
c. Standalone PSAP with dedicated public IP connection (Isolated)

2.3.3. Service Use Cases

The only supported use case for ITS is the West Service.

2.3.4. Host-Remote/Multi-node/ESInet Requirements

The Host-Remote/Multi-node/ESInet architecture is suited for PSAPs or host sites which are part of larger deployments (host/remote, multi-node, etc.). Use this option when ITS routers will be deployed at multiple sites within Customer's PSAP network/ESInet and dynamic cross-site failover is required. This design requires Customer to purchase routers/firewalls if they do not have them already (they should have them if they are running a host/remote or multi-node setup). This option also meets i3 best practices (assuming Customer-managed router/firewall serves as a BCF device).

In this design, routing between ITS routers and Customer-managed routers/firewalls is dynamic (to support cross-site failover).
2.3.4.1. Host-Remote/Multi-node/ESInet PSAP Requirements

- Site is part of a host/remote or multi-node deployment.
- Customer must maintain routers & firewalls to interconnect with ITS routers.
- Customer router/firewalls must support the BGP routing protocol.
- Customer router/firewalls must have one free port per ITS router.
- Uplinks to ITS routers must be Ethernet patch cables.
- Uplinks to ITS routers must be set to 100Mb/full-duplex.

2.3.5. Standalone non-Isolated PSAP

The standalone non-isolated PSAP architecture is suited for simple standalone PSAPs that currently have or will require connectivity to other (non-West) networks. In this design, ITS routers connect to Customer-managed routers or firewalls to reach the PSAP LAN. This option also meets i3 best practices (assuming Customer-managed router/firewall serves as a BCF device). This design requires that Customer purchase routers/firewalls if they do not have them already (they should have them if they are routing to external networks).

In this design, routing between ITS routers and Customer-managed routers/firewalls is static.
2.3.5.1. Standalone non-Isolated PSAP Requirements

- PSAP is not part of a host/remote or multi-node deployment.
- Customer must maintain routers & firewalls to interconnect with ITS routers.
- If Customer routers/firewalls are redundant, they must be clustered/stacked, or use a first-hop reachability protocol such as HSRP/VRRP.
- Customer router/firewalls must have one free port per ITS router.
- Uplinks to ITS routers must be Ethernet patch cables.
- Uplinks to ITS routers must be set to 100Mb/full-duplex.

2.3.6. Standalone Isolated PSAP

In a standalone isolated PSAP configuration, the ITS router takes over the PSAP LAN gateway, which makes this option the fastest and least complex to implement. However, it requires that the existing PSAP LAN has no routing whatsoever to external networks. This option does not use a BCF between Customer network and ITS routers. If Customer requirements call for a BCF, either the standalone non-isolated PSAP or the Host-Remote/Multi-node/ESI net architecture solution must be provided.

Figure 4 illustrates the LAN connectivity model for standalone PSAPs that do not have external network connectivity.
2.3.6.1. Standalone Isolated PSAP Requirements

- PSAP must be completely isolated from other IP networks, and is not part of a host/remote or multi-node deployment.
- ITS routers will take over the PSAP LAN default gateway IP.
- PSAP LAN switches must have one free port per ITS router.
- Uplinks to ITS routers must be Ethernet crossover cables.
- Uplinks to ITS routers must be set to 100Mb/full-duplex.

2.4. Customer Provided Public Internet

Customer provided public Internet access is required for establishment of VPN transport from the West Data Center to the PSAP. The public Internet bandwidth will be dependent upon the agreements established by the PSAP and its Internet Service Provider ("ISP").

Although the actual bandwidth usage for the TXT29-1-1 application is very small, it is recommended to provide a 3Mbps connection to ensure traffic congestion does not provide a slow Internet experience.

The West text router(s), A9-1-1 Routing or ITS, at Customer’s site(s) will need to establish encrypted communication channels to multiple West data centers. In scenarios where a West text router resides behind a Customer firewall to reach the Internet, it may be necessary for Customer to add rules to Customer firewall to permit this communication.

Outbound communication to the following IP addresses must be allowed:

- 64.58.49.24
- 64.58.49.25
- 64.58.49.26
- 64.58.51.56
- 64.58.51.57
Specifically, the West text router(s) will attempt to communicate with the above IP addresses over the following protocols and ports:

- UDP 500
- UDP 4500
- IP Protocol 50 for ESP
- ICMP

In addition to the firewall requirements, Customer must provide an RJ45 Internet handoff that will be connected to the Internet interface on the West text router(s). This interface will be configured with a port speed of auto and a duplex setting of auto. By default this interface will be configured as a DHCP interface, but can have its IP address statically configured assuming Customer provides the appropriate IP information.

For multi-router deployments, it is mandatory that the two West text routers have separate Internet connections. Should both routers NAT to the same public IP, only one will establish connectivity to West.

2.5. TXT29-1-1 Failover Protection

Failover protection for TXT29-1-1 is provided for solutions that purchase a second (redundant) ITS. With a redundant ITS there are two forms of failover support for Service-ITS failover (network layer), TXT29-1-1 alternate routing (application layer).

Network Layer Failover: For standalone non-isolated PSAPs, ITS failover is accomplished via link state/gateway availability failure detection by the ITS’s firewall/router. For host-remote/multi-node/ESInet architectures failover is accomplished via BGP routing. In both cases failover is accomplished in the matter of a few seconds.

Application Layer Failover: In cases where the routing to the primary PSAP TXT29-1-1 Serving Area User Agent (“SAUA”) has failed, the TXT29-1-1 TCC can be configured to route to an alternate SAUA. The alternate SAUA must be a separate physical facility and have its own primary NENA PSAP ID (FCC 9-1-1 Master Registry). This failover capability only exists for host-remote/multi-node/ESInet solutions where the primary and secondary PSAPs each have its own primary PSAP NENA IDs. This failover occurs 30 seconds after the West TCC fails to connect to the primary SAUA. Establishment of the alternate SAUA is associated with the provision of Service.

3. Severity Levels

West will address all service issues, whether identified by West or by Customer, according to the West-confirmed Severity Level. Severity Levels determine the appropriate contact procedure and the actions that will be taken by West for initial notification time, status update time, and incident management.

Following are service disruption definitions and procedures for each Severity Level and the response time goals for each Severity Level.

3.1. Severity Level 1

Severity Level 1 is only covers Voice and ALI delivery. This severity level does not apply to this Service.

3.2. Severity Level 2

West systems supporting Service are completely inoperative or severely impacted, resulting in complete loss in delivery of Service.

Resolution Procedure: West will apply immediate and sustained effort until a resolution is in place. If a resolution cannot be readily identified, West will initiate internal escalation procedures to assure resources are appropriately assigned for problem resolution efforts.
3.3. Severity Level 3
West systems supporting Service are impaired, where major functions are operative but functioning at limited capacity or critical elements are no longer redundant.

Resolution Procedure: West will correct Service disruption or provide a procedure for the PSAP to bypass or work around such disruption in order to continue operations if possible. If a bypass procedure is utilized, West will provide PSAP with an action plan for the development of the final resolution, and West will continue resolution activity until full service is restored to PSAP.

3.4. Severity Level 4
West systems supporting Service are impaired and some functions are not operating, but those functions are not mandatory or critical to 9-1-1 text delivery or are considered minor or cosmetic and have only a minor impact on usability.

Resolution Procedure: West will address via standard maintenance procedures during West normal business hours. If a software fix is required, West will provide a fix during the next scheduled software release.

4. Responsibility Matrix
The following matrix outlines the typical responsibilities of each party for the implementation and ongoing provision of Service. Where both parties have been listed, additional detail on the responsibilities of each party is included in the sections below. Failure of a party to satisfactorily complete a required task could materially impair West's ability to provide Service.

<table>
<thead>
<tr>
<th>Task</th>
<th>Responsibility</th>
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<tbody>
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<td><strong>Project Implementation</strong></td>
<td></td>
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<tr>
<td>Project Management</td>
<td>West/Customer</td>
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<tr>
<td>Develop West Methods and Procedures</td>
<td>West</td>
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<tr>
<td>PSAP Facilities</td>
<td>Customer</td>
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<tr>
<td>PSAP Facility Site Preparation (floor space, power, etc.)</td>
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<td>PSAP Data Collection</td>
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<tr>
<td>Text Routing Cell Sector Data</td>
<td>West</td>
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<tr>
<td>Non-West PSAP Equipment</td>
<td>Customer</td>
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<tr>
<td>Note: This may be legacy equipment or new equipment purchased under another Customer agreement and or non-West PSAP equipment, such as CAD system, voice recording equipment, and radio system; if applicable</td>
<td></td>
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<tr>
<td>End to End Testing of Service Prior to Production</td>
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<td>Production Turn-up of Service</td>
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<td><strong>Ongoing Responsibilities</strong></td>
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<td>TCC Log Storage and Backups</td>
<td>West</td>
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<tr>
<td>TCC Network Maintenance</td>
<td>West</td>
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<tr>
<td>TCC Network Monitoring</td>
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<tr>
<td>ITS Network and System Maintenance</td>
<td>West</td>
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<tr>
<td>Data Transport</td>
<td>West/Customer</td>
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<tr>
<td>Task</td>
<td>Responsibility</td>
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<tr>
<td>Public Internet Service Maintenance</td>
<td>Customer</td>
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<td>(where applicable)</td>
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<tr>
<td>Text Application Upgrades</td>
<td>Customer</td>
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<tr>
<td>Text Log Storage and Backups</td>
<td>West</td>
</tr>
<tr>
<td>Maintain West Methods and Procedures</td>
<td>West</td>
</tr>
<tr>
<td>Problem Reporting, Triage and Resolution</td>
<td>West/Customer</td>
</tr>
</tbody>
</table>

Table 1: Responsibility Matrix

4.1. West Responsibilities

West will provide and maintain geographically redundant TCC systems.

West will interconnect with Wireless Carrier SMS hubs to route SMS generated by the participating Wireless Carrier subscribers to Customer PSAP. Only 9-1-1 text traffic originating from the participating Wireless Carrier subscribers will be routed to Customer(s).

West will monitor and alarm the West Network to proactively detect any hardware application failures.

To the extent available, West will perform monitoring of communications between the T-ESRP and the West Network.

When West detects a service affecting event, or upon request by Customer, West will perform troubleshooting for issues that are within the direct control of West for IP connectivity to the SMS hub provider. West will contact the SMS hub provider, as necessary, for support issues related to SMS hub network.

4.2. Customer Responsibilities

4.2.1. Graphical User Interface

Customer will provide a GUI that meets the requirements of a terminating ESRP UA to accept a J-STD-110 compliant text service, which has been tested and certified compliant by West. Customer will ensure that Customer Graphical User Interface ("GUI") is text ready by ensuring Customer’s software is at the correct release level to support text.

4.2.2. Customer Program Support

Customer designates operations contact to act as Customer’s project lead for this agreement. Customer’s project lead works with the West program manager to:

- Assist with the coordination of West and Customer technical resources
- Coordinate Customer technical resources for planning and design and requirements definition
- Report and verify problems related to Service
- Facilitate ongoing communications with West

4.3. Customer Responsibilities

Customer will provide personnel to participate and help execute the end-to-end system acceptance test plan. Customer participation includes providing End-Users to receive and process test text messages at pre-scheduled timeframes.

Customer will ensure that the workstations have been upgraded to current versions of software supporting the required T-ESRP functionality.

Customer will provide Internet access conforming to minimum requirements as specified in Section 2.4 above.
Customer will provide rack space for the West communications equipment (routers/switches and remote power/console servers) in Customer’s equipment room within 100 feet of the communications demarcation point. The West communications equipment requires one rack unit slot per router and will come with brackets to support installation in a standard 19-inch equipment rack. Customer will ensure the equipment rack that houses the West communications equipment is adequately grounded and anchored (to the floor, ceiling or adjacent racks). Customer will also provide commercially reasonable physical security for West provided communications equipment. West recommends that Customer-provided rack space be in a location that receives limited building traffic. Customer will also provide an AC power feed (110v/1.5A) for the West communication equipment.

Customer will not impair or prevent West's ability to provide Service. If such occurs and is not remedied within 90 days of West's request to proceed and with all parties acting in good faith, then Customer will be obligated to compensate West for services rendered and/or for cost incurred to put the infrastructure in place to attempt to render Service.

Note: This activity may include coordination between West and Customer’s appropriate technical and operational groups to assure a solid understanding of the network architecture, data exchange procedures, PSAP needs, standard operational procedures, and services as designed for Customer.

5. Service Limitations and Disclaimers

The following service limitations and disclaimers apply:

- Service cannot be enabled until Customer has modified its network to route to the West TCC.
- West interconnects with third party TCC’s, however the performance of the third party CPE is not the responsibility of West.
- West’s responsibility for text message routing and processing begins when text messages have been delivered to the West TCC and is limited to the routing and delivery of text messages from West to the identified demarcation point. West is not responsible for the delivery or timing of SMS Request for Assistance text messages through the carrier networks.
- Network failures could result in Service being temporarily unavailable. Due to the SMS network and/or wireless carrier servers, new and in-process text dialogues could be delayed or lost.
- User interface will not bid the ALI system nor receive an ALI response for text messages. No ALI-like data will be provided for text messages.
- Service is an emerging technology and is not a replacement for established landline and wireless 9-1-1 services. Service relies on industry SMS infrastructure which is not built to public safety standards, and may include increased latency and the potential for dropped messages.
- Service requires that mobile phones must be text-enabled and be capable of sending properly formatted text messages.
- West has no control over the truncating and sequence delivery of SMS messages.
- West has no control over the character count limitations per device and/or carrier network.
- West has no control or authority to mandate the content of bounce back messages.
- West has no control of routing messages that do not come to the West TCC.
- West has no control over improper routing of SMS messages from third party TCC providers.
- West Outage Notification is limited to West systems and will not include carrier network specific information.
- Customers with A9-1-1 Routing Service must use that solution for TXT29-1-1 transport.
- Conference, simultaneous chat with more than two people, and administrative monitoring functionalities are the responsibility of Customer. Customer must acquire the West Service from West or one of West's authorized text service providers.
- ITS is not an option to support voice 911 calls or ALI services.
- West's responsibility for service performance is limited to its equipment and West-provided network.
- Customer understands and accepts that the overall service availability of Customer provided Internet path will be impacted by the reliability of the Internet connection provided by Customer. Customer takes sole responsibility to restore the Internet connection with its selected ISP.
• Equipment charges will be assessed upon validation of service delivery at the demark point, as documented by West and witnessed by a Customer representative.
• Solutions where the TXT29-1-1 solution requires transport to remote PSAPs will require use of Customer WAN solution connecting the PSAPs. Unless provided by West, Customer understands and accepts that the overall service availability impacted by outages on the PSAP WAN. Unless provided by West, Customer takes sole responsibility to restore the Internet connectivity between its geographically dispersed locations.
• After installation of ITS circuit Customer has three days to acknowledge acceptance of Service or acceptance will be assumed and monthly billing for the ITS will commence.
• West has no responsibility for functional aspects, GUI, etc. and timing of availability.
• West is not responsible for any third party services or software charges.
• Customer/Customer to notify West when the West certified compliant CPE is ready to accept text so that implementation can be scheduled.
• A transfer initiated must be initiated from a PSAP using the West TCC. However the transfer can be destined for a non-West TCC PSAP.
• Transfers delivery may be limited to the primary PSAP designated within a circle shape file. The shape file is determined by the PSAPs TCC provider.
• Airbus Vesta CPE PSAPs can use the external transfer capability.
• Backup/Failover is an optional feature.
• Backup/Failover feature will allow auto failover to the designated secondary PSAP after 30 seconds of the text not being answered at the primary PSAP.
• West is limited to providing updated location information based on what is provided from the carriers commercial location servers.
• West is not responsible for the delivery of MMS to the TCC.
• West will only email the MMS to the pre-configured email addresses provided by the PSAP.
• MMS will only be delivered to a PSAP that requests MMS delivery.