

You Dial 911, and Nobody Answers. Now What?

Imagine calling 911 with a loved one in a life-threatening emergency—and nobody answers. Millions of desperate callers experience the nightmare of a 911 failure when they need help the most. Severe weather, wildfires, earthquakes, freeway accidents, and mass shootings can cause everyone to call 911 at once and tie up all available lines. Failures in technology or human error have also caused 911 outages ranging from 2 to 37 hours in length in up to 38 states simultaneously. The FCC has levied over \$100 million in fines for 911 failures, but the problems continue.

Last week, the entire state of Massachusetts's 911 system failed for two hours during an unprecedented heat wave and the Boston Celtics celebration parade. Maui wildfires last year caused a surge of 4500 callers in a single day, and those are just the ones who actually connected. Estimates indicate up to ten times that number tried to call but never got through. So, what can you do to make sure your loved ones are protected? You can start by participating in an actual demonstration of a solution described below.

Dallas-based [FailSafe Communications Inc.](#) has developed a methodology that may be the most significant advancement in 911 technology in 20 years. It's called TeleSentient®. We have set up a live demonstration of TeleSentient® for the Federal Communications Commission (FCC) and the industry. You can try it yourself right now. Dial one of the numbers below, at no charge, from any landline, wireless, cable, or VoIP phone.

Washington DC: 1-202-920-9008 or Hawaii: 1-808-978-9379

When you dial, you will simulate a caller who can't reach 911. No emergency services will be alerted, but you will be using the actual system. You may hear a recording or just a click because no voice call is set-up. Behind the scenes, however, a text and an email alert are generated and sent using patented technology that operates independently of voice networks or the Internet. This network has 99.99% reliability. In an emergency, a Text Alert containing your unique information is sent to the appropriate 911 center, handling it like a text-to-911 call. A detailed Email report of all failed 911 calls is subsequently sent to public officials, network providers and regulators, allowing them to monitor 911 performance and budget accordingly.

On June 18, 2024 our system received dozens of calls by people just like you during the statewide 911 outage in Massachusetts. We thank those participants, who played a crucial role in demonstrating that TeleSentient® works even during massive failures. Your active participation in this continuing demonstration will help make TeleSentient® a national standard for emergency services and bring this lifesaving technology to everyone.

For media inquiries or to set up a private demonstration, email the inventor directly at inventor@telesentient.com or call 1 (214) 214-SAFE (7233)



Public Safety Alert

State 911 Dept: 9-1-1 SERVICES are currently down Statewide. Delays in public safety response may occur. CALL local Public Safety business line directly if you or others are having an emergency. More information will be provided when available.

The New York Times

'We Just Always Expect It to Work': 911 Outage Shows System's Perils

The failure of the Massachusetts 911 system on Tuesday was the latest reminder of the potential problems faced by an emergency network that many say needs to be upgraded.



Mayor Michelle Wu of Boston discussed a major 911 outage on Tuesday. WPRR