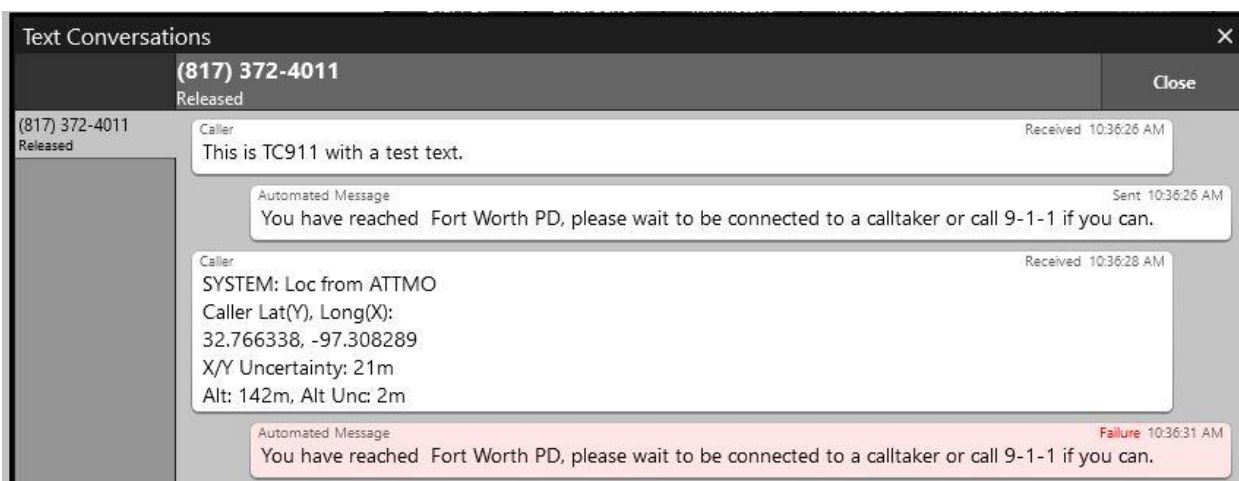




November 27, 2023

## Vesta Text-to-911 Update



Beginning in July of 2023, TC911 became aware of some changes regarding the way that Text-to-911 messages were being delivered to Vesta users. While our initial testing had originally pointed to iOS devices on the AT&T network, we recently found that other devices have been presenting the same anomaly. Regardless, the issue is only seen from AT&T.

One of the changes is that the carrier may send location information in the form of a text message. With this scenario, the user may encounter the following scenarios:

1. Two greeting messages are generated by Vesta and one of them shows to have failed to send, indicated in pink.
2. One greeting message generated by Vesta shows to have failed, indicated in pink.

In both situations, our testing has found that the texter is receiving the Vesta-generated greeting message. However, ECaTS does not capture the message which shows to have failed.

We are continuing to work with carriers and vendors to resolve the issue.

Any questions, please reach out to Yvonne Krumm [ykrumm@tc911.org](mailto:ykrumm@tc911.org) or Cody Sheppard [csheppard@tc911.org](mailto:csheppard@tc911.org)