



## 988 Georouting

Localized help for those in need.



Across the U.S., calling 988 provides a direct connection to mental health professionals for people experiencing a mental health crisis. Intrado works with carriers to implement 988 Georouting to help callers reach local assistance with fast, accurate call routing while maintaining their privacy.

### 988 Call Routing: What's the Issue?

988 promises anonymity to those who need help. Currently, calls are routed based on the area code and exchange of the caller's phone number (NPA/NXX). With the arrival of local number portability years ago, many users now keep their phone number after they relocate, which means a caller in crisis may be routed to a 988 call center in the area where they purchased a wireless plan originally and not the location where they need help.

### Fast, Accurate Help from Local Resources

Leveraging our 911 Phase I Routing system, which has served citizens for over two decades, Intrado offers wireless carriers improved accuracy for 988 calls, enhancing the speed and precision of connecting to local assistance. Using only cell tower locations, Intrado overlays static wire center boundaries to create a "destination code" that points to the closest crisis call center. This code is then relayed to the 988 administrators.

988 Georouting integrates effortlessly with existing wireless technology and sidesteps the expenses of new infrastructure development by leveraging established 911 technology and architecture. Not only does it reduce costs for service providers, it also brings the proven reliability of Intrado's 911 routing into the 988 context.

Intrado 988 Georouting ensures callers reach the appropriate crisis center while safeguarding their privacy. This blend of innovation and dependability underscores Intrado's dedication to advancing public safety through technology.

## Next Steps

In the interest of alignment within the industry, Intrado has published a **network interface specification** designed to meet current demands while remaining adaptable for future developments. The Intrado team can work with you to implement 988 Georouting and stay ahead of regulatory requirements. Reach out to your Intrado account manager to learn more.

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### What is 988?

The 988 Suicide and Crisis Lifeline gives 24/7 confidential support from mental health professionals to people in distress.

Since its inception in July 2022, 988 routed more than 13 million calls, texts, and chats.

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Intrado is trusted by PSAPs nationwide and the country's largest wireless carriers to deliver lifesaving emergency communications.

Over **46 years** of 911 innovation and leadership