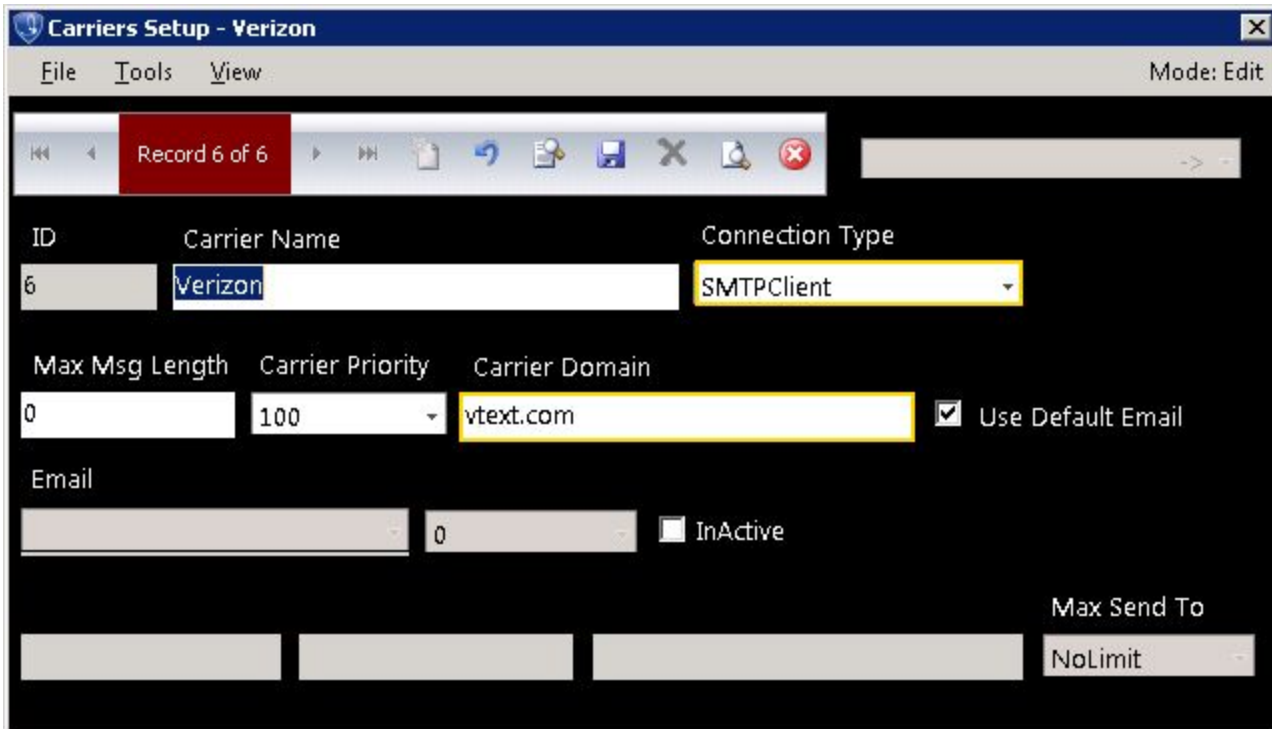


Verizon SMTP Relay Service Decommissioning

Information has been received from Verizon that they are in the process of decommissioning the SMTP Relay service that is in use by many agencies today. You are using SMTP Relay when your agency has texting and is sending an email to the subscriber's 10-digit phone number at vtext.com. Ex. 5555555555@vtext.com. This change could affect users using either PageGate or Southern's native Texting to send wireless messages.

You can check in CAD\DE if you are using this feature by going to Tools > Program Settings > Texting > Carriers from the main menu and going to your Verizon entry. The configuration if using SMTP-relay would look like the following:



ID	Carrier Name	Connection Type
6	Verizon	SMTPClient
Max Msg Length	Carrier Priority	Carrier Domain
0	100	vtext.com
<input checked="" type="checkbox"/> Use Default Email		
Email		<input type="checkbox"/> InActive
		Max Send To
		NoLimit

Some customers are already seeing intermittent service issues, and others are not able to send at all using SMTP. We have been informed by Verizon representatives in the state of TN that the SMTP Relay service will go away nationally when Verizon 3G Service ends. We were given a date of February of 2021, but it was also mentioned it could be as soon as the end of December 2020.

With either of those deadlines approaching quickly, those using Verizon SMTP relay services currently need to reach out to their Verizon Government Account Manager and start the process of signing up and implementing the Verizon Enterprise Messaging Access Gateway (EMAG). This will allow messages to be sent using the SNPP protocol directly to Verizon for delivery. The onboarding process for EMAG once an agency has decided to utilize the service is usually measured in weeks rather than days.

If you would like to know more about EMAG below are some resources provided by Verizon to familiarize yourself with the product.

<https://ess.emag.vzw.com/emag/login#services> Information Regarding Verizon EMAG

<https://www.verizon.com/support/enterprise-messaging-faqs/> Verizon EMAG FAQs

If you have any questions about the process, etc. feel free to reach out to Travis Pruitt at tp Pruitt@southernsoftware.com or 276-226-0409 and he will be glad to assist in answering questions or guiding you through the process.