



## Text-to-9-1-1 Tips

### How do I text to 9-1-1?

- Enter the numbers “911” in the “To” or “Recipient” field;
- The first text to 9-1-1 should be short, include the location of the emergency, and ask for police, fire or ambulance.
- Push the “Send” button.
- Answer questions and follow instructions from the 9-1-1 call taker.
- Text in simple words – no abbreviations or slang.
- Keep text messages short.

### How will I know if 9-1-1 received my text?

- A 9-1-1 call center should respond to the text.
- If Text-to-9-1-1 is not available, you should receive a message from the wireless carrier stating that Text-to-9-1-1 is not available and that you must place a voice or relay call to 9-1-1.

### Is there a charge to text-to-9-1-1?

- Although 9-1-1 service is provided by the El Paso County 911 District for the public at no cost, standard text messaging rates apply.

### Can I text to 9-1-1 in languages other than English?

- The preferred languages for texting to 9-1-1 are English and Spanish.
- Translation services are available for other languages.