



Text-to-9-1-1 Frequently Asked Questions

Voice calls are still the best and fastest way to contact 9-1-1

Text-to-9-1-1 is **ONLY** recommended when a voice call is **NOT** possible

About the Service

What is “Text-to-9-1-1” technology?

- Text-to-9-1-1 is the ability to send a text message to 9-1-1 from your mobile phone or handheld device.

Can I Text-to-9-1-1?

- Text-to-9-1-1 is not available everywhere and is not always available when roaming.
- You must subscribe to your wireless carrier’s text or data plan in order to make or receive text messages.
- If Text-to-9-1-1 is not available in your area, or is temporarily unavailable, you should receive a message indicating that Text-to-9-1-1 is not available and to contact 9-1-1 by other means.

When should I text 9-1-1?

- Text-to-9-1-1 is intended primarily for use in three emergency scenarios:
 1. For an individual who is deaf, hard-of-hearing, or has a speech disability.
 2. For someone who is in a situation where it is not safe to place a voice call to 9-1-1.
 3. A medical emergency that renders the person incapable of speech.
- **ONLY** text 9-1-1 in an emergency. Prank-texters can be identified and possibly prosecuted according to local laws/regulations.

What are the challenges with text-to-9-1-1 service?

- As with all text messages, Texts-to-9-1-1 may take longer to receive and respond to than a voice call, does not provide the location of the texter and could be received out of order, or may not be received at all.
- Text GPS location information is not equal to current wireless location technology.
- Voice calls are real-time communication and Text-to-9-1-1 is not.
- Pictures or videos cannot be received by 9-1-1 at this time.
- If you include anyone else on your Text-to-9-1-1 it may not be received by 9-1-1.
- The preferred languages for texting to 9-1-1 are English and Spanish. Translation services are available for other languages.