

9-1-1

CALL

IF YOU CAN

TEXT

IF YOU CAN'T





Jersey County 911 System

Text to 9-1-1 Fact Sheet



Can I send a text to 9-1-1?

Yes. Cellular customers living in or traveling through areas serviced by the Jersey County 9-1-1 System *may* be able to use their mobile phones to send a text message to 9-1-1 to request emergency help.

Texting should only be used during an emergency when you are unable to make a voice call to 9-1-1.

How to text 9-1-1 in an emergency:

- ✓ Enter the number "911" in the "To" Field
- ✓ The first text message to 9-1-1 should be brief and contain the location of the emergency and type of help needed
- ✓ Push the "Send" button
- ✓ Be prepared to answer questions and follow instructions from the Public Safety Telecommunicator
- ✓ Text in simple words – DO NOT USE ABBREVIATIONS
- ✓ Keep text messages brief and concise

Below are a few things to know if you need to text 9-1-1:

- ✓ Text location is not equal to current location technology
- ✓ As with all text messages, 9-1-1 messages can take longer to receive, can get out of order or may not be received
- ✓ Text-to-9-1-1 is not available if you are roaming
- ✓ A text or data plan is required to place a text-to-9-1-1
- ✓ If texting to 9-1-1 is not available in your area, or is temporarily unavailable, you will receive a message indicating that texting 9-1-1 is not available and to contact 9-1-1 by other means
- ✓ Photos and videos cannot be sent to 9-1-1
- ✓ Text-to-911 cannot include more than one person. Do not send your emergency text to anyone other than 9-1-1

DO NOT TEXT & DRIVE!