

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

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

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

- Standard text message rates apply.

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

- The preferred method for texting to 9-1-1 is English.
- Translation services are limited.

Can I send photos or video?

At this time, photos and videos cannot be received by the 9-1-1 center.

REMEMBER, TEXT-TO-9-1-1 IS NOT AVAILABLE IN ALL LOCATIONS AND WILL NOT WORK WHILE ROAMING.



REMEMBER, VOICE CALLS TO 9-1-1 ARE STILL THE FASTEST AND BEST WAY TO REQUEST EMERGENCY SERVICES



FOR MORE INFORMATION REGARDING TEXT-TO-911 CONTACT US AT:

(618) 498-5571 EXT 153

OR VISIT OUR WEBSITE:

www.jerseyco911.com

Or

www.facebook.com/JerseyCounty911



Text-to-9-1-1 logos used with permission of the National Emergency Number Association.



About Text-to-911:

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.

While text may be an option, it should only be used during an emergency when you are unable to make a voice call to 9-1-1.



What is Text-to-9-1-1 Technology?

Text-to-9-1-1 is the ability for you to send text messages to 9-1-1 from your mobile phone or handheld device.

Can I text 9-1-1?

Text-to-911 is not available everywhere and is not always available when you are roaming.

Customers of AT&T, T-Mobile, Sprint & US Cellular may be able to complete a text-to-911 in Jersey County.

You must subscribe to your wireless carrier's text or data plan in order to send or receive texts.

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 scenarios:

- For an individual who is deaf, hard-of-hearing, or has a speech disability
- For someone who is in a situation where it is not safe to place a voice call to 9-1-1.
- A medical emergency that renders the person incapable of speech.

ONLY text 9-1-1 in an emergency. Prank-texters can be identified and prosecuted according to law.



CALL IF YOU CAN, TEXT IF YOU CAN'T

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, may be received out of order or may not be received at all.
- Text GPS location accuracy is not equal to current wireless location technology.
- Voice calls are real time & text-to-9-1-1 is not.
- If you include anyone else on your text to 9-1-1 it will not be received.
- Language translation services are limited.



Text-to-9-1-1 Tips

How do I text 9-1-1?

- Enter the numbers "911" in the "To" or "Recipient" field.
- The first text should be short, indicate the location of the emergency and ask for police, fire and/or medical services.
- Push the "Send" button.
- Answer questions & follow instructions from the 9-1-1 telecommunicator.
- Text in simple words – no abbreviations or slang.
- Keep text messages short.