



Text-to-9-1-1 Media Tips

The NENA NG9-1-1 Education and Training working group has prepared a few talking points related to text-to-9-1-1 in order to ensure that the 9-1-1 community provides a consistent message nationwide. If contacted by the media related to text-to-9-1-1; below are talking points that may be used. These messages can be incorporated into a news release or educational materials.

Overall Messaging Theme – 9-1-1: Call if you can, text if you can't.

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

Texting to 9-1-1 is not available in most areas. The 9-1-1 industry is committed to working with wireless carriers and the FCC to implement text-to-9-1-1 throughout the country in the next few years. You may check with your local 9-1-1 center or the FCC website to see if it is available in your area. {www.fcc.gov/cgb/text-to-911-deployments}

When text-to-9-1-1 is available in your area please remember: texting should only be used when you are unable to make a voice call to 9-1-1.

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

- Enter the numbers "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 9-1-1 call taker.
- 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 information 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 at this time.
- Text-to-9-1-1 cannot include more than one person. Do not send your emergency text to anyone other than 9-1-1.
- **Do not text and drive!**