



## **North Central Texas Council of Governments 9-1-1 Program Presents: Text to 9-1-1**

### **What is Text to 9-1-1 technology?**

The FCC defines Text to 9-1-1 as the ability to send a text message to 9-1-1 from a mobile phone or handheld device.

### **Who can text to 9-1-1?**

At this time, ONLY Verizon Wireless, T-Mobile, Sprint, and AT&T customers in North Central Texas in the following areas; Allen Police Department, Balch Springs Police Department, Bridgeport Police Department, Cleburne Police Department, Collin County Sheriff's Office, Commerce Police Department, Corsicana Police Department, Decatur Police Department, Ellis County Sheriff's Office, Erath County Sheriff's Office, Forney Police Department, Frisco Police Department, Greenville Police Department, Hood County Sheriff's Office, Hunt County Sheriff's Office, Johnson County Sheriff's Office, Kaufman County Sheriff's Office, Kaufman Police Department, Keene Police Department, McKinney Police Department, Mineral Wells Police Department, Murphy Police Department, Navarro County Sheriff's Office, Northern Ellis Emergency Dispatch Center, Palo Pinto Sheriff's Office, Parker County Sheriff's Office, Prosper Police Department, Rockwall County Sheriff's Office, Rockwall Police Department, Sachse Police Department, Seagoville Police Department, Somervell County Sheriff's Office, Stephenville Police Department, Terrell Police Department, Waxahachie Police Department, Weatherford Police, Department, Wilmer Police Department, Wise County Sheriff's Office

### **When should I send a text to 9-1-1?**

Sending a text to 9-1-1 should be used when making a voice call to 9-1-1 is not possible or would be unsafe. Voice calls to 9-1-1 are the most reliable way to reach emergency help. You should only text 9-1-1 in an emergency.

### **What information should I text to 9-1-1?**

Provide the location and nature of the emergency. Text in plain language, avoid using abbreviations or slang when texting to 9-1-1.

### **Is there a charge when Texting to 9-1-1?**

Each cell phone provider will determine if there will be a charge incurred when sending a text message to 9-1-1. Check with your individual company to see if they will charge.

### **Can I send a text to 9-1-1 if my phone does not have service?**

You must have a wireless device that is capable of sending text messages and that has an active texting plan.

### **How will I know if my text was received by the 9-1-1 center?**

A 9-1-1 call center will respond to the text to 9-1-1. If the service is not available you will get a "bounce back message" letting you know you will need to contact 9-1-1 via a voice or relay call.

### **What carriers can currently send a text to 9-1-1?**

You can currently send Text to 9-1-1 messages using Verizon, T-Mobile, Sprint, and AT&T

