

Media Contact: (Name, Address, Phone)

News Release Template

9-1-1: Call if You Can, Text if You Can't

Voice Calls to 9-1-1 Are Still the Best and Fastest Way to Contact 9-1-1

{9-1-1 Authority} announced {effective date} that it has begun accepting text-to-9-1-1 service for its territory— {area of service}. {Carrier Name} Wireless customers can now send a text (up to 140 characters) to 9-1-1 in an emergency. Text to 9-1-1 should only be used in an emergency situation, when placing a call is not possible: For instance, if the caller is deaf, hard-of-hearing, speech impaired, or when speaking out loud would put the caller in danger. {Insert local spin – and/or quote}

If there is an emergency and you are unable to make a call, remember these steps:

- Don't text and drive
- In the first text message send the location and type of emergency.
- Text in simple words - Send a short text message in English without abbreviations or slang.
- Be prepared to answer questions and follow instructions from the 9-1-1 call taker.

Don't Abuse 9-1-1—Text-to-9-1-1 service is ONLY for emergencies.

- It is a crime to text or call 9-1-1 with a false report. {Optional statement} Prank-texters can be located.

The Text-to-9-1-1 service may have many challenges.

- A text or data plan is required to place a Text-to-9-1-1
- As with all text messages, messages to 9-1-1 may take longer to receive, may get out of order, or may not be received at all.
- {Agency policy on responding to text} If you do not receive a text response from 9-1-1, try to contact 9-1-1 another way.
- 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.
- ***Voice Calls to 9-1-1 Are Still the Best and Fastest Way to Contact 9-1-1***

Remember, Text-to-9-1-1 service is not available everywhere in {State} and the U.S.