

Do's and Don'ts

NG-911 NEXT GENERATION 911

- ◆ Enter the number “911” in the “To” field (do not enter with dashes).
- ◆ Provide your address or location and type of help you need-police, fire, or medical.
- ◆ Push the send button.
- ◆ Be prepared to answer questions and follow instruction from the 911 call taker
- ◆ Text in simple words; do not use abbreviations, slang or emoji's.
- ◆ Keep text message brief and concise.
- ◆ Once you have initiated a text-to-911 conversation, do not delete the message or turn off your phone until the dispatcher tells you it is ok. Call centers can only receive and reply to text 911 calls and cannot initiate a text message conversation without the caller texting 911 first.
- ◆ Use English if possible. Translation services are not available for text messages to 911.
- ◆ Do NOT text and drive!

Text-to-911

Service is available for members of the deaf, deafened, hard of hearing, speech impaired, & nonverbal aphonic communities.

FYI's:

- ◆ 911 text messages can take longer to receive, may be delivered out of order, or may not be received at all.
- ◆ Text-to-911 is not available if you are in a “roaming” situation.
- ◆ A text or data plan is required to place a text message to 911.



911
Call if you can,
Text if you can't.

NG 911
Hosted Solution

