

Press Fact Sheet

What the public should know about Text to 9-1-1

- Only use Text to 9-1-1 as a last resort. “Call if you can; Text if you can’t”
- Location accuracy varies by carrier and should not be relied upon
- No language interpretation service currently
- Text messages can take longer to send/receive and may go out of order
- Text to 9-1-1 service will not be available if the wireless carrier cannot ascertain a location of the device sending the message
- PSAP’s in California are not receiving pictures (multi media) At this time
- If Text to 9-1-1 is not available or the message cannot be delivered the texting party will receive a bounce back message advising them to call 9-1-1
- Text to 9-1-1 is not available if you are roaming
- Do not send acronyms, short code messages and no Emoji’s
- In order to Text to 9-1-1 you must have a current data plan
- Text to 9-1-1 cannot be sent as a group message