

**FOR MORE INFORMATION,**

Please visit our website at:

 [www.csec.texas.gov](http://www.csec.texas.gov)



911

10:51 PM

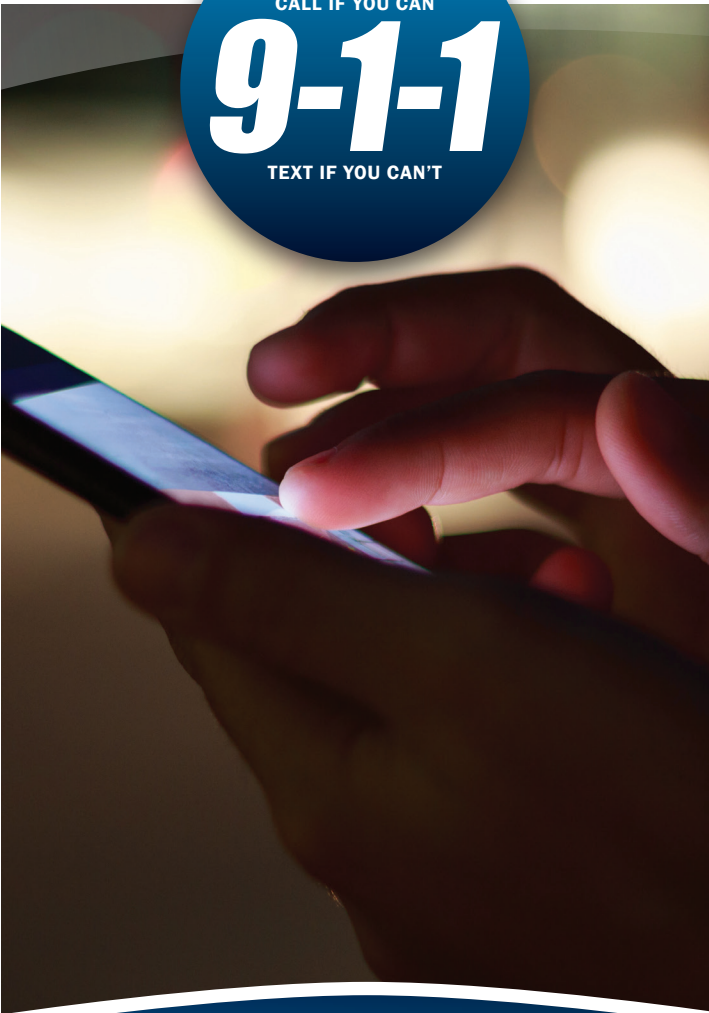
2

**PLEASE NOTE:**

9-1-1 Call-takers cannot take video or pictures via text messages at this time.



Content provided by Commission on State Emergency Communications.  
Design and layout courtesy Texoma Council of Governments



**COMMISSION ON STATE EMERGENCY COMMUNICATIONS**

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## HELP US HELP YOU!

Text to 9-1-1 is now available in your area!

## WHAT IS TEXT TO 9-1-1?

Text to 9-1-1 service allows you to send a text to reach emergency call-takers from your wireless phone or device for help.

Keep in mind, you should always make a voice call to 9-1-1 whenever possible for the quickest help.

**A 9-1-1 call-taker is waiting to help you.**



## HOW DO I TEXT TO 9-1-1?

- ✓ Texting 9-1-1 is no different than sending a normal text message.
- ✓ Simply enter 911 into the recipient field, compose your message, and then press send.
- ✓ If Text to 9-1-1 is not available in your area, you will receive a bounceback message requesting that you please call 9-1-1 for help.

## WHEN SHOULD I TEXT TO 9-1-1?

During an emergency, text 9-1-1 if you are unable to make a regular voice call.

Texting is a good option if you are deaf or hard of hearing, or if your safety will be compromised if you speak out loud. This might include domestic violence, home invasions, abductions, or school shootings.



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## THINGS TO REMEMBER

- ✓ 9-1-1 must know your exact location. Use street signs, mile markers, cross roads, and landmarks.
- ✓ Use simple language; do not use abbreviations or slang.
- ✓ 9-1-1 texting is not available by all carriers. You will receive a bounceback message if it is not available in your area or with your wireless carrier.
- ✓ If texting to 9-1-1 does not work, please call 9-1-1 for help!
- ✓ Just like with other text messages, delays are possible, which is why it is always best to call 9-1-1 if you are able.



**PLEASE REMEMBER:**  
Do NOT Text and Drive!