

9-1-1 Emergency Services Now Available via Text Messaging

The NH Department of Safety has launched Text-to-9-1-1, a new service making traditional 9-1-1 emergency services available via text messaging. Here are DOS guidelines for using this service.

“Texting should only be used when a voice call is not possible, as voice calls provide an advantage by allowing the 9-1-1 operator to more quickly assess the type of emergency and the location of the emergency.

How to text 9-1-1:

- **Enter the numbers ‘911’ in the ‘To’ field,**
- **In the message field, type your exact location and a BRIEF description of the help you need – use simple words, do not use abbreviations or shorthand,**
- **Push the ‘Send’ button, and**
- **Be prepared to answer the 9-1-1 call taker’s questions.**

A text or data plan is required to place a text to 9-1-1. Currently, Text to 9-1-1 is offered via Sprint, AT&T, Verizon and T-Mobile. Text messages may not go through if a cell signal is not available. If a text message does not go through, the sender will receive the following message: “there is no text service to 9-1-1 available at this time.”

Messages to Text-to-9-1-1 cannot be received if there are multiple message recipients, or if pictures, videos or emoticons are used. Text-to-9-1-1 is for emergencies only.”