Media Contact: Sherri Fisher Hanna, ENP
Executive Director
731-885-3316 or director@obioncountytn911.gov

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

Obion County Emergency Communications District announced June 20th that it has begun accepting text–to–9-1-1 service for its territory--within Obion County. Most wireless customers, including AT&T, T-Mobile, and Verizon, as well as other plans that run on their networks (such as StraightTalk) 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. During disasters, you may be able to get a text out to report an emergency when the voice message just won't make it.

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. Like with voice calls, text messages carry location information. Prank texting is not a joke.

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.

• If you do not receive a text response from 9-1-1, try to place a 9-1-1 voice call.

• Text-to-9-1-1 does not support photos and videos yet.

• Text-to-9-1-1 cannot include more than one person. Do not send your 9-1-1 text as a group message.

• *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 Tennessee and the U.S.