



TEXT TO 9-1-1

BEN BILLS
PUBLIC INFORMATION OFFICER
EL PASO-TELLER COUNTY 9-1-1
719-785-1900
bbills@elpasoteller911.org

WHEN TO TEXT 9-1-1

- IF YOU ARE DEAF OR HARD OF HEARING, SPEECH IMPAIRED, OR NON VERBAL
- WHEN MAKING A VOICE CALL COULD PUT YOU IN DANGER

WHEN TO TEXT 9-1-1

- IF YOU ARE INJURED AND CANNOT SPEAK
- IF YOU ARE IN A REMOTE LOCATION AND CAN ONLY SEND TEXT

WHAT YOU SHOULD KNOW

- PHOTOS AND VIDEOS CANNOT BE SENT TO 9-1-1 AT THIS TIME
- TEXT TO 9-1-1 WILL ONLY WORK IN SMS FORMAT

WHAT YOU SHOULD KNOW

- DO NOT USE ABBREVIATIONS, EMOTICONS OR OTHER SYMBOLS
- YOU MUST TEXT FROM A MOBILE DEVICE WITH A SERVICE PLAN

WHAT YOU SHOULD KNOW

- YOU WILL RECEIVE A “BOUNCE BACK” MESSAGE IF TEXT TO 9-1-1 IS NOT AVAILABLE.



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