COUNTY OF CARTERET
DEPARTMENT OF EMERGENCY SERVICES

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CARTERT COUNTY PROVIDING TEXT-TO-911
PRESS RELEASE

Carteret County Emergency Services now offers text to 9-1-1 capabilities from four major US cell phone carriers.

Verizon, Sprint, T-Mobile, and AT&T customers in Carteret County can now send a short message service (SMS) text message to 9-1-1 for emergency help when unable to make a 9-1-1 voice call. This service will be available to any mobile phone customer within range of a cell tower in Carteret County.

Text to 9-1-1 was not developed as a replacement or option to calling 9-1-1 in an emergency situation, but rather as an enhancement to reaching 9-1-1 services in three specific situations: 1) The caller is hearing /voice impaired, 2) a medical emergency renders the person incapable of speech, or 3) when speaking out loud would put the caller in danger, such as a home invasion, an abduction, a domestic violence incident, or an active shooter scenario.

How to text 9-1-1 in an emergency:

- Enter the numbers "911" in the "To" field;
- The first text message to 9-1-1 should be brief and contain the location of the emergency and type of help needed;
- Push the "Send" button;
- Be prepared to answer questions and follow instructions from the 9-1-1 dispatcher.
- Be brief and concise but DO NOT use abbreviations or slang.

Important information about Text-to-9-1-1:

- Texts only show tower locations, not the precise location of the sender, so the sender's address should be included in texts.
- Messages are limited to 160 characters
- A text or data plan is required to place a Text-to-911;
- Photos and videos cannot be sent via Text-to-911;
- Text-to-911 cannot include more than one person. Do not send your emergency text to anyone other than 911;
- Text-to-911 is not available everywhere in North Carolina or the U.S.;

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If any component of Text-to-9-1-1 is not operational, subscribers attempting to Text-to-9-1-1 will receive a bounce back message: *Texting to 9-1-1 is not operational and a voice call should be utilized.* Citizens SHOULD NOT send texts to verify their capability; 9-1-1 abuse laws still apply.

The preferred method for contacting 9-1-1 is through a voice call but if a voice call is not feasible then Text to 9-1-1 is a viable option.

For more information, contact Carteret County Emergency Services at 252-222-5841.

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