

9-1-1

CALL IF YOU CAN
TEXT IF YOU CAN'T



Available in Bonner, Shoshone, and Kootenai counties to cellular service customers with text or data plans from AT&T, Sprint, T-Mobile, Verizon, and Comcast.

ABOUT TEXT 911:

In limited areas of the United States, texting 911 is now an option for reporting a police, fire, or medical emergency. **Text 911** should only be used in an emergency when you can't safely call 911. Always call 911 if you can.

To text 911, you need to have a text or data plan with a participating wireless service provider. To find out if **Text 911** is available in your area, contact your service provider. Remember, you can call 911 using a wireless phone without a service plan, but you cannot send a text message to 911 without a service contract that includes texting. If the service is unavailable in your area, or is temporarily unavailable, you may receive a bounce-back message indicating to contact emergency services by another means such as calling or using a telecommunications relay service.



(208) 773-3517



(208) 446-1300



(208) 556-1114



(208) 263-8417

When to text 911:

- The caller is unable to speak due to a medical issue or other condition. *(Hearing impaired, hard of hearing callers or individuals with a speech disability.)*
- When speaking out loud would put the caller in danger. *(During a home invasion, an abduction, domestic violence or an active-shooter scenario.)*
- Do not text and drive!

How to text 911:

- 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.

Tips to Text 911:

- Provide exact location and type of help needed in the first text message sent to 911. *(Emergency personnel cannot always determine your location.)*
- Be prepared to answer questions and follow instructions from the 911 dispatcher. *(Stay on the line until the dispatcher ends the dialog, if it is safe to do so.)*
- Keep text messages brief, concise, and in simple words. Do not use abbreviations, emoticons, or emoji. *(Group texts, photos, and video cannot be sent to 911 at this time.)*
- Silence the ringtone on your phone if the noise may compromise your safety.