



# STATE OF MARYLAND TEXT-TO-911 FACT SHEET

## **TEXT-TO-911 IS NOW AVAILABLE IN MARYLAND**

- Residents and visitors who have text messaging and/or data plans from their carrier can text 911 in an emergency
- Text-to-911 is supported by AT&T, Sprint, T-Mobile, and Verizon
- Text-to-911 is intended for use in three scenarios:
  1. For individuals who are deaf, hard-of-hearing, or have a speech disability
  2. For someone who is in a situation where it is unsafe to place a voice call to 911
  3. For an individual who is experiencing a medical emergency and may be unable to speak

## **WHAT YOU NEED TO KNOW**

- A phone call is still the preferred method for contacting 911
- If text-to-911 is not available in your area, or temporarily unavailable, you should receive a message from your carrier telling you to place a voice or relay call

**9-1-1**  
**CALL IF YOU CAN**  
**TEXT IF YOU CAN'T**

- As with all text messages, it may take longer for 911 to receive and respond to your text message
- Text messages do not provide the location of the texter and may be received out of order by 911
- Pictures and/or videos cannot be received by 911 via text
- Standard text messaging rates apply



## CONTACTING 911

- The preferred language for texting 911 is English
- Enter 911 in the “To” field of a new text message
- Use short messages that include the location of the emergency and the type of service needed
- Respond to questions from the 911 specialist and follow the instructions provided
- Use simple words, avoid slang, and keep messages short
- Do not text and drive