

# Calling 911 from a Cell Phone



## 3 IMPORTANT STEPS

When you call 911 from a cell phone, the emergency operator does not know your exact location. So,

### **GIVE YOUR LOCATION FIRST.**

State your city, followed by your address.

If you do not know the exact address, look for nearby road signs, mile markers, business names, landmarks, etc.

Second, in case your call is dropped or disconnected give

### **YOUR CELL PHONE NUMBER**

so that the operator may call you back.

### **DESCRIBE YOUR EMERGENCY**

next so that the emergency operator can quickly dispatch the appropriate emergency responders.

#### General Cell Phone Tips:

- Wireless carriers are required to complete 911 calls, even when the phone is not activated. Any phone that turns on and can receive a signal is capable of making a 911 call.
- If your wireless phone is not “initialized” (meaning you do not have a contract for service with a wireless service provider) and your 911 call gets disconnected, you must call the emergency operator back. There is not a phone number assigned to your phone and operators will not have a way to call you back.
- Refrain from programming your phone to automatically dial 911 when one button, such as the “9” key is pressed. If your wireless phone came pre-programmed with the auto-dial 911 feature already turned on, turn this feature off.
- Create a contact in your phone’s memory with the name “ICE” (in Case of Emergency), which lists the phone numbers of people you want to have notified in case you are involved in an emergency.
- 911 operators cannot receive texts, photos or videos from cell phones..

