



Jefferson County Emergency Communications

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Media Release

9-1-1: Call If you Can, Text if You Can't

Voice Calls to 9-1-1 Are Still the Best and Fastest Way to Contact 9-1-1

Jefferson County 911, Jefferson City Tennessee, announced September 9, 2020 that it has begun accepting text-to-9-1-1 service for Jefferson County. Wireless customers can now send a text (up to 140 characters) to 9-1-1 in an emergency. Text to 9-1-1 should only be used in an emergency situation, when placing a call is not possible: For instance, if the caller is deaf, hard-of-hearing, speech impaired, or when speaking out loud would put the caller in danger.

If there is an emergency and you are unable to make a call, remember these steps:

- Don't text and drive
- In the first text message send the location and type of emergency.
- Text in simple words – Send short text message in English without abbreviations or slang.
- Be prepared to answer questions and follow instructions from the 9-1-1 call taker.

Don't Abuse 9-1-1 Text to 9-1-1 service is ONLY for emergencies.

- It is a crime to text or call 9-1-1 with a false report. Prank-texters can be located.

The Text-to-9-1-1 service may have many challenges.

- A text or data plan is required to place a Text-to-9-1-1
- As with all text messages, messages to 9-1-1 may take longer to received, may get out of order, or may not be received at all.
- If you do not receive a text response from 9-1-1, try to contact 9-1-1 another way.
- Photos and videos cannot be sent to 9-1-1 at this time.
- Text-to-9-1-1 cannot include more than one person. DO not send your emergency text to anyone other than 9-1-1.
- **Voice Calls to 9-1-1 Are still the Best and Fastest Way to Contact 9-1-1.**

Remember, Text-to-9-1-1 service not available everywhere in Tennessee and the US.