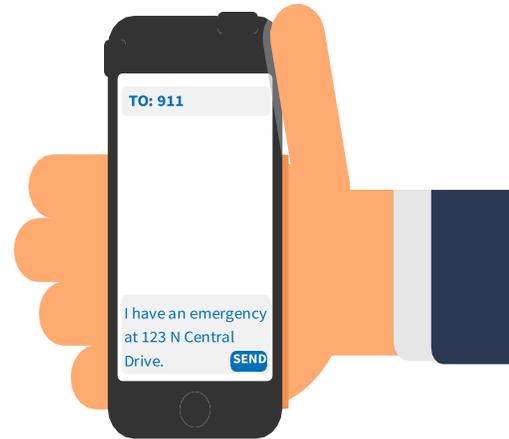**★ SOUTH DAKOTA ★**
9-1-1

CALL *if you can,* TEXT *if you can't*

About Text-to-9-1-1

• Text-to-9-1-1 is available in South Dakota as of March, 2021.

• Text-to-9-1-1 provides direct service for individuals who are deaf, hard of hearing, or those with a speech disability. Texting can also be used by individuals who lost the ability to speak following a medical crisis.

• Text-to-9-1-1 should only be used when a person can't safely make a voice call, such as an active shooter, domestic violence, home invasion, and human trafficking.

How to Text 9-1-1

1. Enter the numbers 9-1-1 in the "To" field.
2. Text your exact location and type of emergency.
3. Send the message.
4. Be prepared to answer questions promptly and follow instructions.

TO: 911

I have an emergency at 123 N Central Drive. SEND

Texting Do's and Don'ts

• Use simple words; do not use abbreviations, pictures, text slang or jargon, emojis or group texts including 9-1-1.

• Once you have initiated a Text-to-9-1-1 conversation, do not delete the conversation or turn your phone off until you have been instructed to do so.

• Texting 9-1-1 with a false report is a crime, as is sending a "test" text. If you accidentally send a text to 9-1-1, send another text or call 9-1-1 to let the dispatcher know that there is no emergency.

• Do NOT text and drive!

Text-to-9-1-1 Facts

• Emergency response may be lengthened due to the time it takes for a text to 9-1-1 to be typed and sent. Text-to-9-1-1 messages are subject to the same service speeds and/or delays depending on network strength in your area.

• Location is not as accurate with text as it is with a call. Be sure to text your exact address or location.

• At this time, 9-1-1 call centers are not equipped to accept photos or videos attached to a text-message.

• A text or data plan is required in order to use Text-to-9-1-1.

• If you attempt to send a text to 9-1-1 where that service is not currently available or your phone is in "roaming" status, you should receive a "bounce-back" message informing you that the service is unavailable.

• There is no language translation service for texts to 9-1-1.

• Texts to 9-1-1 have a 160-character limit, can get out of order, or may not be received.