

911 AND YOUR WIRELESS PHONE

Call 9-1-1 whenever you need *emergency* help from police, fire or emergency medical personnel. Identify yourself as a wireless caller. Be ready to provide your wireless phone number and the exact location where help is needed. Wireless 9-1-1 calls do not automatically provide your location. 9-1-1 needs to know where the emergency is before help can be sent.

When you dial 9-1-1

1. The nature of the emergency.
2. The exact location, including cross streets, mileposts or landmarks (*Remember: You must be able to provide the location of the emergency before help can be sent.*).
3. Your name and the wireless phone number, including area code.

If your 9-1-1 call is disconnected, call 9-1-1 again

Stay calm and answer all questions. Do not hang up until told to do so. Once you hang up, keep the power on to your wireless phone in case the 9-1-1 center needs to call you back.

What you can do for 9-1-1

1. Only call 9-1-1 if you need an emergency response. **Do not** call 9-1-1 for information. If your situation is not critical, wait until you can safely look up the appropriate business number in the phone book.
2. Your phone may be pre-programmed to dial 9-1-1 with one button. You may accidentally call 9-1-1 and not know it.
3. Handle your phone carefully to prevent the automatic misdialing of 9-1-1.
4. Be aware of your location when calling 9-1-1.

PARENTS: Teach your children how to use your wireless phone to dial 9-1-1.