

**FOR RELEASE ON  
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**Bexar Metro 9-1-1 Network District Activates Text-to-9-1-1 in  
San Antonio Metropolitan Area and Bexar, Comal, and Guadalupe Counties**

**9-1-1: Call if You Can, Text if You Can't**  
**If you can, always contact 9-1-1 by making a voice call.**

Bexar Metro 9-1-1 Network District (Bexar Metro) announced today Text to 9-1-1 service is now available to residents in the San Antonio metropolitan area and the counties of Bexar, Comal, and Guadalupe. AT&T, Sprint, T-Mobile, and Verizon customers can now send a short text message to 9-1-1 in an emergency. Text to 9-1-1 should only be used in an emergency situation, when speaking out loud would put the caller in danger or if the caller is deaf, hard-of-hearing, or speech disabled.

- 1. If there is an emergency and you are unable to make a voice call, remember these steps:**
  - If you can, know your location and include it in your emergency text.
  - Text what emergency help is needed.
  - Be clear; send a short text message without abbreviations or slang.
  - Stay calm, respond to questions, and follow instructions from the 9-1-1 call-taker.
  - If you are deaf, hard-of-hearing, or speech disabled, and text to 9-1-1 service is not available, use a Text Telephone (TTY) or a telecommunications relay service, if possible.
- 2. Don't Abuse Text to 9-1-1. Text to 9-1-1 service is **ONLY** for emergencies.**
  - It is a crime to request assistance from 9-1-1 with an intentionally false report or to harass 9-1-1 call-takers. Prank texters can be located and prosecuted.
- 3. In contrast to a voice 9-1-1 call, Text to 9-1-1 service currently has additional limitations.**
  - As can occur with all text messages generally, text messages to 9-1-1 may take longer to receive, may get out of order, or may not be received at all.
  - 9-1-1 call takers will not be able to hear any background noise that could help with assisting during the emergency.
  - Voice 9-1-1 calls are real-time communication and Text to 9-1-1 is not.
  - Unlike wireless 9-1-1 voice calls, specific location information for the person sending Text to 9-1-1 may not automatically be sent to the 9-1-1 call-taker.
  - Text to 9-1-1 service may not be currently available in all areas of the State of Texas, including counties adjacent to or nearby Bexar, Comal, and Guadalupe counties.
  - Currently, Text to 9-1-1 service is not available for subscribers while roaming on any carrier other than their home carrier, regardless of the subscriber's location.

If someone sends a text to 9-1-1 from an area outside of Bexar, Comal, or Guadalupe counties that has not yet implemented Text to 9-1-1 service or from a wireless carrier without Text to 9-1-1 service, they should receive a bounce-back message indicating that Text to 9-1-1 is not available and to contact 9-1-1 by other means.

Bexar Metro is an Emergency Communications District that facilitates quality 9-1-1 emergency communication services to twenty-five Public Safety Answering Points (PSAP) and approximately 2 million residents in the San Antonio metropolitan area and the counties of Bexar, Comal, and Guadalupe.

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