News Release

Charleston County Announces Public's Ability to Text-to-9-1-1 within County

New service allows citizens to provide emergency information when they can't make a voice call

[Charleston County Consolidated 9-1-1 Center](#) announced the launch of Text-to-911 in Charleston County. Text-to-9-1-1 allows individuals to text message 9-1-1 through their cellular phones if they are within Charleston County when sending the text message. Consolidated Dispatch Director Jim Lake made the announcement during a press conference on April 7, 2015.

"Although this method is not new to the public, it is new to 9-1-1," said Lake. "Our ability to now receive text messages will provide another means of communication to the public during an emergency."

There is key information for citizens to keep in mind about Text-to-9-1-1:

- If text is not available, you will receive a message letting you know the service is not available in your area.
- A text or data plan is required to place a Text-to-9-1-1.
- As with all text messages, texts to 9-1-1 may take longer to receive, 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 by making a voice call.
- Photos and videos cannot be texted to 9-1-1 at this time.
- Text-to-9-1-1 cannot include more than one person. Do not send your emergency text simultaneously to anyone else.
- Voice calls to 9-1-1 are still the best and fastest way to contact 9-1-1.
- Translation services are limited.
- The Text-to-9-1-1 service is not available everywhere in South Carolina and the U.S.

If you send a Text-to-9-1-1, please do the following:

- In the first message, send the location and type of emergency.
- Text in simple words; send a short text message 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. The Text to 9-1-1 service is only for emergencies.
- Don't text and drive.
- Call 9-1-1 to save a life, stop a crime or report a fire.

**CALL IF YOU CAN
9-1-1
TEXT IF YOU CAN'T**

For information on Charleston County Government news and services, the public can:
- Visit our website: www.charlestoncounty.org

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