



### Why isn't texting to 9-1-1 available at UC Santa Cruz?

- Text location information is not equal to current cellular phone call location technology.
- As with all text messages, messages to 9-1-1 may not be received, can get out of order, or can take longer to receive.
- Text to 9-1-1 is not available if you are roaming.
- A text or data plan is required to place a text to 9-1-1.
- Photos and videos cannot be sent to 9-1-1.
- Language translation services for 9-1-1 text messages has not been established.
- A 'bounce-back' message (as seen above) will display if text to 9-1-1 is attempted.

Texting to 9-1-1 is currently **unavailable in most** areas, including the UC Santa Cruz campus. Until the technology has been further developed to ensure safety for the campus community, reporting an emergency is able to be completed by dialing 9-1-1 from any phone.



The 9-1-1 industry is committed to working with wireless carriers and the FCC to implement text to 9-1-1 throughout the country in the next few years. The FCC website offers additional information at: [www.fcc.gov](http://www.fcc.gov)