

Tips for calling 9-1-1

- 9-1-1 is for emergencies only
- Stay calm and speak clearly
- Do not use *SP or *77 from your wireless phone to get emergency help. Always call 9-1-1 in an emergency.
- Be sure to listen carefully and answer all of the dispatchers questions to be best of your ability
- Always be aware of your surroundings when calling 9-1-1 from your wireless phone and be prepared to give specific information regarding your location
- Do not hang up until the 9-1-1 call taker has obtained all of the information that is needed.
- If you are calling from a wireless phone, your call may be disconnected if the signal is lost. Be sure to call back if you are cut off.
- When calling 9-1-1 on a wireless phone, be sure to stop if you are in a moving vehicle. It is difficult to obtain all of the information needed if you are getting further from the emergency.
- 9-1-1 calls from a wireless phone are routed to one of 3 MA State Police communications center—Be aware that your call will be transferred to another agency and you may need to relay the information a second time.

Interpreter Services for 9-1-1

The Commonwealth of Massachusetts Statewide Emergency Telecommunications Board (SETB) has entered into a contract with Quest/NetworkOmni to provide over the phone language interpreter services to all 270 primary 9-1-1 Public Safety Answering Points (PSAPs).

Interpreting in over 150 languages, Qwest/NetworkOmni will allow 9-1-1 call takers to conference in an interpreter when they receive an emergency call from a caller who does not speak English. People of foreign dialects who live in Massachusetts should feel confident that in an emergency, Massachusetts 9-1-1 call takers will be there to listen and to respond no matter what language they speak

Servicio de Intérprete para llamadas al 911

El equipo de telecomunicaciones de emergencia del estado de Massachusetts (SETB, por sus siglas en inglés) ha hecho un contrato con Qwest/Network Omni para tener servicio de intérprete por teléfono en los 270 principales centros donde se atienden las llamadas al 9-1-1 (“Public Safety Answering Points, PSAPs” en inglés)

Qwest/Network Omni ofrece intérpretes en más de 150 idiomas. Esto permitirá que las operadoras que atienden las llamadas al 9-1-1 puedan conectarse a un intérprete por medio de conferencia telefónica cuando la llamada de emergencia sean de una personal que no habla bien inglés. Todas las personas que viven en Massachusetts y que no hablan bien inglés pueden tener la tranquilidad de que en el caso de una emergencia las operadoras del 9-1-1 de Massachusetts podrán atender y responder a las llamadas telefónicas en cualquier idioma.

Serviços de Intérpretes para ligações ao 911

A equipe de telecomunicações de emergência do estado de Massachusetts (SETB, em inglês) assinou um acordo com a empresa Qwest/Network Omni para oferecer serviços telefônicos de interpretação em todos os 270 pontos principais de atendimento a ligações ao 911 (“Public Safety Answering Points, PSAP” em inglês).

Qwest/Network Omni oferece interpretação telefônica em mais de 150 línguas. Isto permitirá que a central de atendimento do 911 possa fazer uma ligação de conferência com um intérprete quando receber uma ligação de qualquer pessoa que não fala inglês. Todas as pessoas que moram em Massachusetts e não falam bem inglês podem ter certeza que a central de atendimento do 911 poderá atender e responder a ligações de emergência em qualquer língua



Massachusetts 9-1-1

What you should know when calling 9-1-1 from your wireless phone

Statewide Emergency
Telecommunications Board

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Frequently Asked Questions Calling 9-1-1 from your cell phone

Wireless 9-1-1 Overview



In 1996, the Federal Communications Commission (FCC) issued an order requiring implementation of a new Enhanced 9-1-1 system for wireless phone carriers nationwide. This order changed the mission of the

Statewide Emergency Telecommunications Board (SETB) from focusing primarily on wire-line 9-1-1 to the new phase of wireless communications. As an estimated 50% of 9-1-1 calls are made from wireless phones nationwide, Massachusetts and other states recognize the significance of implementing this program. In 2002, the state created a Wireless Enhanced 9-1-1 Fund for this purpose, with a surcharge of \$.30 per month. This surcharge and fund are used solely to fund the implementation and administration of wireless Enhanced 9-1-1 in Massachusetts.

Phase I of the FCC's plan requires all wireless carriers to provide an emergency dispatcher with both the telephone number of the person calling and the location of the closest cell site or base station transmitting the call; this phase was accomplished in Massachusetts in April 2003. Phase II requires wireless carriers to begin providing a more precise location to the dispatcher including the latitude and longitude of the caller (information must be accurate within 50-300 meters); this phase was completed in Massachusetts in February of 2006.

Q: Can I call 9-1-1 on my cell phone and is there a cost involved?

A: Yes, you can call 9-1-1 on your cell phone. However, be prepared to give the 9-1-1 call taker information about your location, because it is not the same as calling 9-1-1 on your home or business phone. It is free to call 9-1-1 on your cell phone.

Q: Does the 9-1-1 call taker know my location?

A: Assume the 9-1-1 call taker does **not** know your location. Even if your cell phone is able to provide location information, you will need to provide the 9-1-1 call taker with additional location information. Remember, the approximate location the 9-1-1 center receives could be as large as 3 football fields or more. Be prepared to give specific directions to your location if possible.

Q: What if I don't know where I am when I call 9-1-1?

A: Look for landmarks, large buildings, street signs or anything nearby that may contain address information. Think back to the main street or highway you were near when your emergency occurred. If others are around, ask them where you are. *Do not depend on your cell phone to tell 9-1-1 where you are!*

Q: Does the 9-1-1 call taker know my phone number when I call 9-1-1 on a cell phone?

A: Maybe or maybe not, depending upon your cell phone and the technology available within the 9-1-1 center your 9-1-1 call connects with. The safest way to approach the problem is to assume that the 9-1-1 call taker will **not** know your phone number and be prepared to provide them with that information.

Q: Why does the dispatcher transfer my call to another agency?

A: All wireless 9-1-1 calls are currently routed to one of 3 Massachusetts State Police communication centers. Then, depending on the location and nature of the call, the caller will be transferred to the local 9-1-1 center for further assistance.

Q: What do I do if I'm cut off after they answer?

A: Always try to call 9-1-1 back. Don't wait for the 9-1-1 call taker to try to contact you. They may not have received your cell phone number in the initial 9-1-1 call and may need additional information.

Q: Can I keep driving when I call 9-1-1 on a cellular phone?

A: It is usually best to pull over when calling 9-1-1, as there is less chance of the cell phone signal being dropped if in a stationary location. Additionally, any emergency instructions that need to be carried out can best be done while stopped. Finally, if help needs to reach you it is best to be in one place so help can get to you, instead of trying to meet them somewhere. If you cannot safely pull over to speak to 9-1-1 then stay calm, pay attention to the roadway with surrounding vehicles, and follow the 9-1-1 call taker's instructions.

Q: Should I program 9-1-1 or turn on my auto 9-1-1 feature on my cellular phone?

A: **NO**, please don't program 9-1-1 or use the auto 9-1-1 feature. There are numerous accidental calls to 9-1-1 from cell phones that have this feature. The callers often don't realize that their phone has called 9-1-1. Help reduce accidental calls to 9-1-1 by only calling when you have an emergency.