

TIPS FOR CELLPHONE USERS

Calls made to 9-1-1 using your cellphone are routed based on the cell site that received the call, not the caller's exact location, and only your general location may display at the 9-1-1 Central Emergency Reporting Bureau (CERB). It is important to know your exact location so you can relay the civic address, street name or landmark to the call-taker that answers your 9-1-1 call.



- ❖ Know your cell number and lock your cell phone when not in use to prevent “pocket dials”.
- ❖ Do not program 9-1-1 into your cellphone, and if your cellphone has a 9-1-1 “auto-dial” feature, turn it off.
- ❖ Do not give old cellphones to children to play with (wireless phones without service can still call 9-1-1 as long as it has battery power).
- ❖ Stay on the line, unless there is a threat to your safety, and answer all of the call-taker's questions as calmly as possible. Your call may need to be transferred to another agency depending upon your location and the nature of the emergency.
- ❖ If your 9-1-1 call is disconnected, dial 9-1-1 again and let them know you were disconnected.