

# Montana Text to 9-1-1 Accessibility



## General Information

- Always contact 911 by making a voice call, if possible.
- If you are deaf, hard of hearing or have a speech disability, and Text-to-911 is not available, use a TTY or a telecommunications relay service, if possible.
- Cellular reception is required to send a text to 9-1-1.

## How to use Text to 9-1-1 Messaging

- The counties highlighted on the map above are currently Text to 9-1-1 accessible. This is a living list that will change as more counties adopt text to 9-1-1. *You may find counties that are no-longer in service due to equipment or provider issues, it may be wise to verify availability by calling the non-emergency number of the county in question.*
- To text 9-1-1 compose a text message addressed to the number 911 (No Dashes).
- Include your name, location, and the nature of your emergency.
- If you attempt to send a text to 911 where the service is not yet available, you will be sent an automatic "bounce-back" message that will advise you to contact emergency services by another means, such as making a voice call or using a telecommunications relay service.
- If you have any questions regarding Text to 9-1-1 please contact Montana Accessible Communications:

Voice: 1-800-833-8503

Videophone: (406) 204-0115

Email: [relay@mt.gov](mailto:relay@mt.gov)

Please consult the [https://www.fcc.gov/sites/default/files/text\\_911\\_master\\_psp\\_registry.xlsx](https://www.fcc.gov/sites/default/files/text_911_master_psp_registry.xlsx) for the most up to date list of counties with Text-to-9-1-1