



What You Should Know About 9-1-1 and Un-initialized Cell Phones

What is an un-initialized phone?

Un-initialized cell phones are wireless phones that are not activated for normal calling service but **do** have the capability of dialing 9-1-1. Even though the caller can reach a 9-1-1 answering point, their location and phone number will not be displayed on the call taker's screen. **This means that the caller *must* be able to verbally state their location in order to get help.** If the caller is unable to speak, the 9-1-1 call-taker will not know where they are or what the problem is. **And without a call-back number, the call taker will not be able to contact the wireless service provider** for customer records such as a home address or telephone number.

Who has an un-initialized phone?

Various organizations are sponsoring donated phone programs in which cell phones are collected and distributed to elderly citizens, victims of domestic violence or other groups who may need to call 9-1-1 in an emergency. These phones are not activated for normal service which means they cannot receive incoming calls or make outgoing calls, *except to 9-1-1*. Any cell phone that does not have a current calling plan can still be used to dial 9-1-1.

These would be considered un-initialized phones, because no address or phone number will be delivered to the 9-1-1 call taker's screen. These phones *only* provide the caller with the ability to have a voice conversation with the 9-1-1 call taker.

What should you remember if you have an un-initialized cell phone?

1. If possible use a landline phone to call 9-1-1
2. Be aware of your location so you can verbally advise the 9-1-1 call taker.
3. Give the call taker your location first
4. If disconnected, call 9-1-1 again
5. Be prepared to act upon what the 9-1-1 call taker advises you to do.