

## *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*.

The fact is, *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?*

- If possible use a landline phone instead of and un-initialized cell phone to call 9-1-1
- Always be aware of your location so you can verbally advise the 9-1-1 call taker.
- Give the call taker your location first
- If disconnected, call 9-1-1 again
- Be prepared to act upon what the 9-1-1 call-taker advises you to do

NON-EMERGENCY CALLS  
Other communities in Ottawa Co:  
1-800-249-0911  
For more information, (616)842-2299



**EMERGENCY RESPONSE DIAL 9-1-1**