FOR IMMEDIATE RELEASE
Friday, April 1, 2022
Media Contact: Mark E. Doyle, Director
Mark.E.Doyle@desc.nh.gov
(603) 271-6911

PRESS RELEASE

VERIZON NETWORK PROBLEM CAUSING POTENTIAL ISSUES WITH TEXT TO 9-1-1

CONCORD, New Hampshire – The New Hampshire Department of Safety’s Division of Emergency Services and Communications (E9-1-1) would like to notify residents and visitors of a Verizon Wireless network issue in which some text messages are not being received by New Hampshire 9-1-1.

Some Verizon Wireless customers are experiencing a failure when attempting to send a text to 9-1-1 and may receive an automated message stating: “Please make a voice call to 911. There is no text service to 911 available at this time.”

The issue has been reported to Verizon Wireless. Their network engineers are investigating the cause and are working to resolve this issue. Anyone who attempts to text 9-1-1 and receives an error message should instead make a voice call to 9-1-1.

No network issues have been identified with voice calls to 9-1-1, and there have been no reports of issues from users of other carriers attempting to text 9-1-1.

The Division of Emergency Services and Communications will provide updates as additional information becomes available.

###