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FOR IMMEDIATE RELEASE

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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.

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