



# Consumer Alert

## 911 Telephone Emergency Access

Emergencies do not usually allow time to search for the correct telephone numbers to call for help. What number should you dial to reach help in an emergency? Is it 9-1-1? Or perhaps 7-9-1-1? Or something else?

Every Michigan resident who lives in a county where 9-1-1 service is available should have direct telephone access to 9-1-1 emergency services at home. Ideally, dialing 9-1-1 should connect a caller directly with emergency assistance.

Some businesses, office buildings, or school districts, however, have a private branch telephone network (Centrex, for example). Telephone users at these sites must often dial a "7" "8" or "9" to get an outside line before dialing the number they want. In these situations, a caller would first dial the assigned digit followed by 9-1-1 to connect to an emergency service.

*Some tips for residents and businesses to put into place to protect themselves in an emergency:*

- Determine the emergency help numbers you must dial to reach emergency services from each telephone that you regularly use, and post those numbers on or near each telephone for quick referral.
- In offices or other areas with telephone systems that require users to dial an extra digit to reach an outside line before dialing for emergency help, post the full set of numbers on or near each telephone, for example 7-9-1-1.



Keep in mind that emergency situations are very stressful. Having your emergency number available instantly may help avert a dangerous delay to those in need.

Note: Do not dial 9-1-1 to report non-emergency situations! Non-emergency calls can contribute to delays in the timely dispatch of a response to an emergency.

