



Press Release

Kilgore Police Department · 909 N. Kilgore St. · Kilgore, TX 75662

Phone (903)983-1559 · Fax (903)983-3337

“Serving Our Community”

FOR IMMEDIATE RELEASE

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Contact: Assistant Chief Roman Roberson

Phone: (903) 983-1559

Email: roman.roberson@cityofkilgore.com

Direct Access to 9-1-1 New Business Requirement

Kilgore, TX – All businesses with a multiline phone system in the state of Texas will soon be required to provide direct access to 9-1-1 service without having to dial an additional digit or code first.

Senate Bill 788, also known as Kari’s Law, was signed by Governor Greg Abbott on Friday, May 15, 2015. The new law signifies an important day for the 9-1-1 industry and Texas citizens requiring direct dial 9-1-1 without the need for dialing an extra number or code to access an outside line. The new law takes effect immediately, however, businesses have until September 1, 2016 to update their phone systems or file for a waiver as required by the new law.

This law is the result of an incident in late 2013 in Marshall, Texas when a nine-year old girl tried to call 9-1-1 from a hotel room because her mother, Kari Hunt, was being attacked by her estranged husband. Tragically, she was unable to reach the 9-1-1 call center because she did not know to dial ‘9’ first to get an outside line and her mother died. Since his daughter’s death, Hank Hunt and his family have made it their mission to educate the public and elected officials across the country about the need to change phone systems at hotels and other businesses.

Many 9-1-1 entities across the state of Texas and the Texas Legislature played an active part to see this law become a reality, so that something like the tragedy in Marshall, Texas never happens again.

We would encourage all business, especially motel and hotel owners, to ensure their phone systems can directly access 9-1-1 before the September 1, 2016 deadline.

For more information on Kari’s Law go to: <https://www.facebook.com/changeitforkari>.

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