



# Calling 911 via VoIP

VoIP, or Voice over Internet Protocol, is a telephone service that allows you to make and receive calls to and from traditional phone numbers using an Internet connection. Traditional landline phone services generally associate a particular phone number with a fixed address. However, since VoIP services are portable, emergency operators depend on VoIP providers for address information.

## **If you are a VoIP customer, be aware that:**

- VoIP providers must inform their customers of any limitations their service has with 911 services
- VoIP 911 calls may not connect properly and/or may not automatically transmit the user's phone number and/or location information
- VoIP service may not work during a power outage, or when the Internet connection fails or becomes overloaded

## **Actions you can take:**

- Ensure that your VoIP provider has your correct physical address on file
- Learn about your service's limitations and inform children, babysitters and visitors
- Consider maintaining a traditional phone line or having a wireless phone as a backup

