

## Tips for subscribers to VoIP (Voice over Internet Protocol) service

(Vonage, Zoom Phone, Ooma are examples)



If you have or are thinking of subscribing to an interconnected VoIP service, you should:

- Provide your accurate physical address to your VoIP service provider to ensure that emergency services can quickly be dispatched to your location.
- Be familiar with your VoIP service provider's procedures for updating your address, and promptly update address information in the event of a change.
- Have a clear understanding of any limitations of your 911 service.
- Inform children, babysitters and visitors about your VoIP service and its 911 limitations, if any.
- If your power is out or your internet connection is down, be aware that your VoIP service may not work. Consider installing a backup power supply, maintaining a traditional phone line or having a wireless phone as a backup.
- 911 call centers in the NRRM currently lack the technical capability to receive photos and video or text messages.
- If you have questions about whether the phone service you are receiving is an interconnected VoIP service, contact your VoIP service provider for further information.