

Quick Information about 9-1-1 and Internet Based Phone Service “VOIP”

What is Internet Based Broadband phone service or V.O.I.P (Voice over I.P.?)

Internet based Phone services are offered by internet broadband providers as an alternative to regular land line telephone service. It involves using the internet to pass voice data instead of using the standard public switched telephone network. Not all of the Internet Broadband providers can provide traditional Enhanced 9-1-1 services.

When using many of the internet broadband phone services, very important life, safety, and liability concerns must be taken into consideration. Many are listed below

- 9-1-1 type Emergency dialing capability—is NOT automatic. You must request and successfully activate the 911 type dialing feature before you can dial 9-1-1. Then, most likely you will be routed to the 9-1-1 centers general telephone number, which may take longer to answer than regular 9-1-1 lines.
- Internet based phones may not work during a power outage, broadband service outage, or cable outage.
- Most PSAPS do NOT get location information with internet based phones. **You must be able to speak and provide the dispatch center with your name, location and callback number.** If the call is dropped or unable to be completed, emergency personnel may not be able to locate you.
- Some Internet based providers will route the calls to call centers out of state; and then the call center will call Ottawa County. This could result in significant delays.
- If there is an emergency at your residence during your absence, and you have not instructed babysitters, guests, or the elderly, you may be placing them in danger because of the inability to dial 9-1-1.



Ottawa County Central Dispatch

NON-EMERGENCY CALLS
1-800-249-0911
For more information ON VOIP,
(616)842-2299