



CALLING 9-1-1 USING INTERNET PHONE SERVICES

Familiarize yourself, and those living in or visiting your home, with the following tips to ensure that the 9-1-1 call taker will be able to process your emergency call and send assistance as quickly as possible.

- Before you need help in an emergency, be sure to understand how your VoIP phone service affects your call to 9-1-1.
- Verify that you can access 9-1-1 with your VoIP phone service and confirm your service provider's emergency calling features.
- VoIP 9-1-1 services may not automatically transmit your phone number and/or location.
- VoIP customers may need to provide location information to their VoIP providers, and update this information if you change locations, for the VoIP 9-1-1 service to function properly.
- If the power is out, your VoIP service may be out. Consider purchasing a back-up power supply.
- Your VoIP phone may not work if your Internet service is down.
- Inform children, babysitters and visitors about your VoIP service and any limitations.
- If your call is misrouted, you may be transferred to another 9-1-1 center. Be prepared to repeat the location and incident information to the 9-1-1 call taker. Be patient, while the call taker works to gather the necessary information to send you the help you need.
- Prince George's County Public Safety Communications will help you test your VoIP phone service to make sure it is configured to reach us when you dial 9-1-1. Email us at VoIPTestRequest@co.pg.md.us to schedule a test of your VoIP phone service.

HELP US HELP YOU

- Stay on the phone if you reach a recording.
- Answer all of the call taker's questions. The questions do not delay the response of emergency personnel.
- Be a good witness. Give exact details. Remember all offender and vehicle descriptions.
- Follow all instructions provided by the call taker.
- Don't hang up until the call taker tells you to.
- If you accidentally call 9-1-1, stay on the line and tell the call taker you do not have an emergency.
- Stay calm.

