VoIP Subscribers

CAUTION

Your service provider is the only one who can:
• Change dial tone
• Change call metering
• Change the number assigned to your service
• Change your service plan
• Change the services you receive
• Change your service provider

The power goes out.

What to do when emergency help is needed:
• Keep wireless phones charged
• Keep cordless phone batteries charged
• Keep cordless phone numbers.

Your service provider may not be able to verify your service address. If your address cannot be verified, you may be unable to use 9-1-1 service. If you believe your address cannot be verified, please contact your service provider for assistance.

Service works.
Your service provider will contact you when your service is restored. You will receive a call from your service provider.

The correct address is verified.

Your address is verified.
Your service is restored.

What to do when your service is restored:
• Turn off your service
• Turn on your service

Service is not restored.
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Could depend on where you are located.

Nevada or Oregon? 6-1-7-1-7-1-7-1-7.

or a VDR phone to your phone.

please hang up and dial 9-1-1 from a

No emergency personnel will be dispatched.

available from this telephone line.

telephone. Ring-tone is not

Stop. You must dial 9-1-1 from another

WHAT TO LOOK

PHONE SERVICE

FOR IN A VDR

Service Providers

WHAT’S THE

problem? No
telephone.

Not all Voice Over Internet Protocols (VoIP) service providers offer

in case of a fire, a VDR may call the

As a precaution, do not hang up,

In case of an emergency.
i.e., police, fire department, or medical
call and talk back. The emergency

name, address and call back phone

call. The emergency answering center will then call you.

even if a VDR phone is programmed to

Even if a VDR phone is programmed to

phone service.

wrong address when using a VDR personal calls may not be sent to the

police, or emergency medical

call is received on your

information provided enhances 9-1-1-

service.

service.

Service Providers, etc.

.include.

In a "different phone", please hang up and dial 9-1-1 from a

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