

Considering an Internet/VoIP Phone?

READ THE FINE PRINT

You may not have full access to Enhanced 9-1-1 service.



During an emergency, Internet/VoIP Phone 9-1-1 service may not work or may be limited. Your 9-1-1 call from an Internet/VoIP Phone may not go to the correct 9-1-1 dispatch center and may not display your telephone number and location.

An Internet/VoIP phone service requires power and an internet connection. If you lose power or your internet service is interrupted, then you may not be able to dial 9-1-1.

The VoIP phone may not be capable of placing a 9-1-1 call. Again, read the fine print. Some VoIP services cannot call 9-1-1. The caller may receive a "service not available" recording.

As the owner of a VoIP phone you MUST program your phone to your physical address any time you move your phone to a new address.

Before you sign up for an Internet/VoIP Phone, Doña Ana County 9-1-1 Responders encourage you to read all 9-1-1 information so you clearly understand the 9-1-1 capabilities of Internet/VoIP Phone service. If you have questions, contact the Internet/VoIP Phone carrier and ask if 9-1-1 dialing is included, how to activate it and if they provide access to full Enhanced 9-1-1 service (your call going to the correct 9-1-1 dispatch center with the display of your telephone number and location).

A public safety message from the
Mesilla Valley Regional Dispatch Authority

