

9-1-1 may be the most important phone number you ever dial.

Before you need help in an emergency, be sure to understand how the type of phone you use affects your call to 9-1-1.

For All Phones

9-1-1 is for emergencies or potential emergencies only. An emergency is a threat to life or property.

Use the non-emergency number for your local police or sheriff's department for questions and non-emergency matters.

Post your address and phone number near each phone in your home. Visitors, babysitters and even family members may need to relay this information in a stressful situation.

- Try to stay calm.
- Dial 9-1-1.
- Give the 9-1-1 calltaker the location of your emergency and your phone number.
- Describe what type of help is needed (police, fire, ambulance).
- Stay on the line and answer calltaker's questions.
- Don't hang up until the call is complete.



KNOW HOW TO USE

9-1-1

WITH THE PHONE YOU OWN

- **Cellular**
- **VoIP/Internet**
- **Home/Office**
- **Kid Phones**

Emergency



KNOW HOW TO USE **9-1-1** WITH THE PHONE YOU OWN



TRADITIONAL, HARD-WIRED LANDLINE PHONES

- Provide the 9-1-1 calltaker with your exact location, phone number and address.
- Will work during electrical power outages with the exception of cordless phones.
- Will not work during telephone outages.



ALL CELL PHONES

- Dial 9-1-1 and press "Send" or "Talk."
- Tell your location using the address, cross streets or landmarks. Most cell phones provide an approximate, but not exact, location to 9-1-1 centers that have advanced equipment.
- Calls may not arrive at the correct 9-1-1 center and may need to be transferred.
- Keep your phone charged.
- Calls may drop or fail to go through based on signal strength.
- The 9-1-1 system is not equipped to receive text messages.

VOIP/INTERNET/DIGITAL PHONES

- Be familiar with the emergency calling features of your Voice over Internet Phone.
- Tell the 9-1-1 calltaker your location and phone number. Some VoIP providers do not provide this information to the calltaker.
- Be sure to register your address with your VoIP provider. The address you provide is the location to which emergency help will be sent.
- If you move to a new residence, be sure to give your new address to the VoIP provider to ensure help is dispatched to the new address.
- The VoIP phone may not work during electrical or cable outages.
- If you travel and want to be able to use your VoIP phone to report an emergency be sure to give your destination address (hotel, resort, etc.) to your VoIP service provider.



KIDS CELL PHONES

- Some phones marketed to children have a non-traditional dialing pad. A parent may need to program the phone to dial 9-1-1.
- Teach your children to dial 9-1-1 only in an emergency.
- Help your children understand what an emergency is by providing examples.
- Help your children learn their address and phone number.



DISCONNECTED CELL PHONES

- 9-1-1 calls can be placed from a disconnected cell phone (one without a service plan).
- The 9-1-1 system may not receive location information. Tell the calltaker your location immediately.
- Call 9-1-1 back immediately if your call is dropped because disconnected cell phones cannot receive **any** incoming calls, including those from a 9-1-1 calltaker.

To learn more about 9-1-1, visit the following sites: www.911voip.org • www.nena.org • www.apointnl.org