

Farmers Independent Telephone Company wants to make sure you and your household are protected in an emergency. If you use our VoIP (internet-based) phone service, there are important differences between how 9-1-1 calls work on VoIP compared with traditional landline service.

What you need to know

- **Your 9-1-1 call will be routed based on the service address you register with us** (called your “E911” or emergency response address). If your registered address is not current or accurate, emergency services may be routed to the wrong location.
- **VoIP phones may not work during a power outage or broadband outage.** If your internet service or home power is down, you may not be able to place a 9-1-1 call using your VoIP phone unless you have a battery backup or alternate method of contacting emergency services.
- **If you move or take your VoIP phone to a different location, update your address immediately.** Emergency services will be dispatched based on your registered service address, regardless of the physical location of the VoIP device, unless you promptly update your address

Please take these steps now

1. Verify or update your emergency address

Call us at 715-463-5322 to confirm the exact address we have on file for your VoIP phone number. Make sure it includes apartment/unit number and any building identifiers.

2. Arrange battery backup or an alternate phone

Consider a UPS or battery backup for your internet equipment and phones so your phone can work during short power outages. Check the backup device’s run time and manufacturer instructions. As a backup plan, keep a charged mobile phone available that can place 9-1-1 calls even if your VoIP service is unavailable.

Important safety reminder

By using VoIP service, you acknowledge that E911 routing and functionality depend on the information you provide and on network/power availability.