



CLINTON COUNTY E 9-1-1
CENTRAL DISPATCH
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Dear Citizens:

Landline telephones are no longer the primary phone service used by the majority of the citizens of Clinton County; there are now more cellular phones in our county than landline phones. Voice over Internet Protocol (VoIP) is also a growing phone service within the county. VoIP is a phone service where the phone is connected to the Internet. VoIP may look and appear to work like a landline phone, but VoIP phones do not use regular telephone lines.

As a public service, Clinton County Central Dispatch offers 9-1-1 presentations for young students (mostly kindergarten age). We have implemented cellular phones and VoIP into our presentations, but due to the complexity of these non-landline telephone services, parents are encouraged to educate their children on what type of phone service they have. Be sure to cover how to use your particular type of phone and make sure your children know their address with cross streets and the phone numbers associated with your phones. *Posting your address, crossroads, and phone number near the phone will greatly aid a person who needs to call 9-1-1 from your home.*

The following is important information regarding landline phones, cellular phones, payphones, and VoIP phones:

Landline Telephones

1. The most reliable phone is the landline phone. Landline phones are connected to a telephone line in your home so there is an accurate and specific address as well as a correct call-back number associated with them.
2. If the handset is cordless, instruct your child on how to turn the phone on and to remain close enough to the house/building to retain a signal. (Beware! If your home loses power, your cordless phone will not work.)

Cellular Phones

1. If cell phones are charged, they can dial 9-1-1 even if there are no minutes left on the phone or no service plan in effect.
2. Cell phones are mobile so there is not a specific address associated with them. (Clinton County Central Dispatch is FCC Cellular Phase II capable. This means if your cell phone is a Phase II cellular phone that can transmit the longitude and latitude of a cell phone's location, call-back number, and the name of the owner of the phone, the call may be received by the dispatch center.)
3. Cells phones need to be near working cell towers to work well. During long-term electrical outages, the tower you rely on to receive your cell phone signal may lose power.
4. Different types of cell phones operate differently. Please instruct your children on how to operate your particular cell phone.

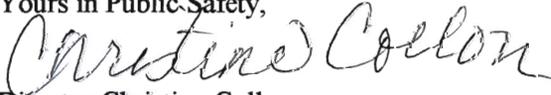
Payphones

1. You do not need to deposit money in a payphone to make a 9-1-1 call; it is a free call.

VoIP Phones

1. Check with your VoIP phone provider to see if it provides 9-1-1 access. (Many vendors state they do provide 9-1-1, but they do not provide direct access to 9-1-1!)
2. If your power is out, your VoIP service may also be out
3. When calling for emergency help, give your location (include cross streets) and call-back number. Many VoIP services do not provide this information.

Yours in Public Safety,


Director Christine Collom

First to respond, first on scene, first to assist