

# What is E-911?

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E-911 stands for Enhanced 911. This service is provided where available as a VOIPo customer. When you place a call to 911 your information is sent to the nearest Public Safety Answering Point (PSAP). With E-911, operators no longer need to ask for your location as the information is directly sent to them when you place the call. With VOIPo, we offer nomadic E-911. This means that when away from home you can update your address via the vPanel Account Management Tool and every time you place a call to 911 you will be directed to a PSAP in the area that you've updated this information to. VOIPo provides you with phone services over your broadband connection. There is an important difference between the VOIPo service and the phone service provided over a traditional phone line -- this difference is that the 9-1-1 dialing feature with VOIPo has important limitations that you should be aware of and that you advise others that may use the VOIPo service in your residence or business.

If you lose power or there is a disruption to power at the location where VOIPo is used, neither VOIPo nor the 9-1-1 dial feature will function until power is restored. You should also be aware that after a power failure or disruption, you may need to reset or reconfigure the VOIPo device prior to utilizing the service, including the 9-1-1 dialing feature.

If your Internet connection or Broadband Service is lost, suspended, terminated or disrupted, neither VOIPo nor the 9-1-1 dial feature will function until the Internet connection or Broadband Service is restored.

If your VOIPo account is suspended or terminated, the VOIPo service outage will prevent the 9-1-1 dialing feature from functioning. There may be a greater possibility of network congestion and/or reduced speed in the routing of a 9-1-1 dialed calls utilizing VOIPo as compared to traditional 911 dialing over traditional public telephone networks.