



Cautionary Bulletin When calling 9-1-1

Although **most** cell phone carriers within Torrance city limits will route your 9-1-1 call immediately to the Torrance Police Department, it has been brought to our attention through a recent incident that some phone service providers lack this capability which could prove deadly in a true life-or-death emergency.

Specifically, those utilizing Voice over Internet Protocol (VoIP) services may be affected. This is a service wherein the consumer utilizes an Internet service provider (ISP) for their phone service – both cellular and land-line. VoIP services are becoming more and more common in today's high-tech electronic market. VoIP services offer all the subscriber's Internet, Phone and Cable service in one package - one consolidated bill.

The problem emerges when some of the ISPs route calls –both cellular and land-line, through their clearing houses which can be miles away and in many instances, in another state. Since there are literally dozens of service providers offering VoIP phone services, subscribers are encouraged to check with their phone company provider to be sure that their 9-1-1 calls will in-fact, be routed to the proper authorities should they need an emergency response.

Important: If you are NOT utilizing a VoIP system for phone service, your calls will not be affected. Emergency calls will continue to come directly to the Torrance Police Department for immediate service.

For further information on the concerns with VoIP, simply type the word "VOIP" in your search engine or click on the links below:

www.td.dgs.ca.gov

www.voip911.gov

www.fcc.gov/voip

For information on other alerts and crime trends, please go to our website at:

www.torrancepd.org

Torrance Police Department
Community Affairs Division