



News Release

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Charleston County Observes April as National 9-1-1 Education Month; Targets VoIP Phones and 9-1-1

April is National 9-1-1 Education Month and [Charleston County Government](#) is calling on local leaders, schools and public safety agencies to help educate our citizens about the importance and appropriate use of 9-1-1 services.

This year, Charleston County will place an emphasis on educating the public on how portable Voice over Internet Protocol (VoIP) service. These services can be used from any Internet connection anywhere, which creates challenges for the emergency services community in determining the location of a 911 call. Important information about VoIP:

- VoIP customers may need to provide location or other information to their VoIP providers, and update this information if they change locations, for their VoIP 911 service to function properly.
- VoIP service may not work during a power outage, or when the Internet connection fails or becomes overloaded.

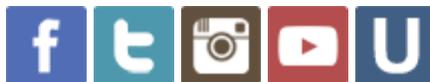
The National Telecommunicator Week will take place April 9-15 and County dispatchers and call-takers will be honored April 5 during the annual award ceremony at North Charleston City Hall at 3:30 p.m.

During the month of April, our public educators will reach out to the community through various events. Beginning at the start of the month, Charleston County Consolidated 9-1-1 Center's Public Education team will visit the following events and locations:

- Carolina Voyager Charter School, April 3
- Children's Museum of the Lowcountry – Family Free Day, April 14
- Join Base Charleston – Easter Egg Hunt, April 15
- Charleston County Earth Day, April 15
- Join Base Charleston – Pain Run, April 22
- Charleston Riverdogs – April 22
- Mt. Zion Elementary – April 28
- E.L. Frierson Elementary School of Technology - Week of the Young Child, April 28

For information on Charleston County Government news and services, the public can:

- Visit our website: www.charlestoncounty.org



- Prepared by the Public Information Office -

