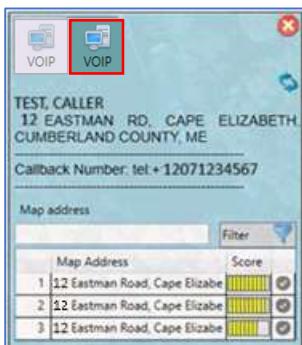




## PERFORMANCE ALERT

### \*\*\*\*\* VOIP Call Mapping \*\*\*\*\*

Currently, calls to 9-1-1 from a VOIP phone are plotting in two different locations on the map. The call defaults to the latitude and longitude, **which may not be the caller's exact location.**



There is a second VOIP icon that displays the civic address of the caller that is associated with the VOIP phone. **This is the address that the caller has provided to the phone company.**

Call-takers should review the **second VOIP icon** to view the civic address of the caller. This information will match the ANI/ALI screen for VOIP calls.

Contact the FERC with any issues **1-866-984-3911**