



## **IMPORTANT 9-1-1 INFORMATION**

GBTEL wants to make sure that you are aware of important differences in the way 9-1-1 service operates with a VoIP phone when compared with traditional telephone service. Here is what you need to keep in mind:

### **Differences between traditional 9-1-1 service and VoIP phone 9-1-1**

With traditional phone services, your 9-1-1 call is sent directly to the nearest emergency response centre. With VoIP phone service, your 9-1-1 call is forwarded to a third-party service provider that will automatically or manually route your call to the emergency response centre.

### **Remember to verify your location**

Because you can move your VoIP phone between locations and because, for technical reasons, the emergency operator may not have your name, location or contact information available, you must immediately inform the emergency operator of your location and contact particulars any time you call 9-1-1. Do not risk sending police or ambulance services to the wrong location.

### **Be prepared during any service interruption**

VoIP phone service depends not only on your continued subscription (and payment) for the service, but also on Internet connectivity and power to function. In the event of power, network, or Internet outages (including congestion), or if your service is disconnected or suspended due to non-payment, you may experience a failure, disruption or delay in your 9-1-1 service. We recommend that you install an Uninterrupted Power Supply (UPS) on both your internet power supply (POE typically) AND your VOIP ATA. Also, we recommend that you keep an alternative phone service (such as a cellular telephone) handy to increase the reliability of your access to emergency services during any service interruption.

### **Do not disconnect**

Until you are told to do so by an emergency dispatcher, do not disconnect your 9-1-1 call. If you are inadvertently disconnected, call back immediately.

### **Keep your service address up-to-date**

GBTEL will attempt to provide the emergency operator with your service address, so please ensure that your information on file with us is always accurate and updated. If you do not do this (for example, if you are unable to speak during a 9-1-1 call), the emergency operator may assume that you are calling from the last registered address.



**Inform other users**

You must notify members of your household and other potential users of your VoIP phone service of the nature and limitations of 9-1-1 emergency calls .

**Limitations of Liability**

GBTEL's terms of service limit and disclaim liability related to VoIP 9-1-1 service, so please read these carefully.

For a complete description of our VoIP 9-1-1 service, please see GBTEL's Terms of at [www.gbtel.ca/phone-support](http://www.gbtel.ca/phone-support)