

Limitations of 911 emergency service

When you subscribe to an IP telephony service, you need to be aware of the differences and limitations in how your 911 service can work with an IP telephony service versus traditional landline telephone service.

With traditional wireline phone services, your 911 call is sent directly to the nearest emergency response center. With ip telephony services, your 911 call is routed first, to a third party emergency call center dispatcher (Dispatcher) who then forwards your call to the appropriate Public Safety Answering Point (PSAP) based on your address/location.

Since the Dispatcher is different from the Public Safety Answering Point (PSAP) that would respond to a traditional 911 call that automatically generates your address/location, you will need to provide your name, address/location and contact information verbally before your call can be routed to the appropriate PSAP.

If, for any reason, you are unable to provide your address/location to the Dispatcher (for example, if you are unable to speak during a 911 call), the Dispatcher may assume that you are calling from the last address registered in your Ouilink Communications account. Therefore, it is the responsibility of the service user to ensure that the registered information is always complete and up-to-date. Do not risk sending emergency services to the wrong address/location.

If you are outside of Canada, the independent provider's operator will not be able to route the call to an emergency center. You must use a local landline or cell phone.

IP telephony service is dependent on Internet connectivity and power to operate. Therefore, if there is an interruption or disruption of service for any reason, it may prevent some or all elements of the emergency service, including 911 service, from functioning.