



November 2010

## **9-1-1 Emergency Calling User Tips**

- 9-1-1 emergency calling using the OneConnect Service provides a more limited form of 9-1-1 emergency calling than that available using traditional wireline 9-1-1 emergency calling.
- Be prepared to provide your location and call back number to the operator who answers the 9-1-1 call since the operator may not have this information. The OneConnect Service will not automatically provide such operator with your correct address and telephone number.
- When making a 9-1-1 emergency call, do not hang up until requested to do so, and if you are prematurely disconnected you must call back.
- Provide address and telephone number information on or immediately next to all telephone sets attached to the OneConnect Service. This way, all potential users of the OneConnect Service can properly provide the operator with the appropriate information in an emergency.
- 9-1-1 emergency calls will not be available during a power outage and will not be available during an Internet service outage.
- 9-1-1 emergency calls made from locations outside of Canada cannot be completed by the operator. When Using the OneConnect Service outside of Canada, you must use an alternate wireline service to dial 9-1-1.
- Be sure you fully understand the limitations of 9-1-1 emergency calling using the One-Connect Service and make sure all other potential users of the service are also aware of these limitations.
- Ensure your current contact information on file with OneConnect is always accurate and kept current. You can update that information at <http://www.oneconnect.ca/changeaddress.aspx>.



### HEAD OFFICE

OneConnect Canada  
48 Yonge Street  
Suite 1200  
Toronto, ON M5E 1G6

Web: [oneconnect.ca](http://oneconnect.ca)

Email: [info@oneconnect.ca](mailto:info@oneconnect.ca)

Phone: 416.915.3065

Fax: 1-866-347-7650

Toll Free: 1-866-4-EASIER

### MONTREAL OFFICE

1 Place Du Commerce  
3rd Floor  
Brossard, QC J4W 2Z7  
Phone: 450-923-4868  
Fax: 450-923-1508