



VOIP 911

Dear Sussex Telecom Customer,

Sussex Telecom VoIP 9-1-1 Service is available whether you are using your VoIP service at home or away at another location in Canada. However, important technical differences do exist between Sussex Telecom VoIP 9-1-1 Service and traditional telephone service. These differences are discussed below.

Procedures

- When you call 9-1-1 using Sussex Telecom VoIP Service, your call will automatically be routed to a 9-1-1 Operator, who will confirm the Province and City you are calling from. **Be prepared to provide your location and call-back phone number;**
- When the 9-1-1 Operator has the above information, they will then transfer your call to the 9-1-1 Call Centre in your locality, who will again confirm your current location, e.g. street, apartment number, city, and they will then handle dispatching of emergency services to you;
- Do **NOT** hang up until you are told to do so, and call the 9-1-1 Operator back immediately if you get disconnected.

Land Line 911 vs. VoIP 911 Service:

When placing a call to emergency services with either Land Line or VoIP 911, your telephone number is automatically transmitted to the operator during the call. (unless your telephone number is blocked, at your request).

In the case of traditional Land Line 911, your telephone number is automatically associated with a location, which is fixed and where the call has to be originating from; for VoIP 911, your number is automatically associated with the VoIP 911 location on file (usually the billing location), but this may not be the location where your call is originating. (You may have taken your HomePHONE on a trip, you may be using Mobi-Fi, etc). That is why the Operator has to verbally confirm your current location.

Availability

- 9-1-1 service is provided subject to availability, as some communities in Canada do not offer 9-1-1 services. In this case, call the required local emergency service directly, for example, the fire department.
- Sussex Telecom VoIP 9-1-1 Service may not be available during a power or network broadband Internet outage. Network congestion may affect your ability to dial, stay connected or clearly communicate with the Sussex Telecom VoIP 9-1-1 Operator. In the event of power failure or internet outage, you will need to access a traditional phone or cell phone to make an emergency call. Sussex strongly recommends that you connect your phone and gateway to a UPS backup power supply, at all times.

Customer Responsibilities

- You are responsible for keeping your address information for Sussex Telecom VoIP 9-1-1 service up to date, by calling Sussex Telecom customer service (1-888-378-7739). This address change process may take 24- 48 hours.
- Ensure that you and all other potential users of the Sussex Telecom VoIP service are aware of the 9-1-1 operating procedures
- The Canadian Radio and Television Commission (CRTC) and Sussex Telecom require the sample decals be printed and affixed to telephones connected to any VoIP service. Ensure that they remain legible, and immediately replace worn or displaced decals.

Disclaimer

Neither Sussex Telecom nor its directors, officers or employees will be liable for (i) direct, indirect, incidental, special, or consequential damages (including, without limitation, personal injury or death) or (ii) any damages whatsoever resulting from the loss of use arising out of or in connection with this service provided by Sussex Telecom.

If you have any further questions about your VoIP 9-1-1 Service, please contact Sussex Telecom customer services by calling 1-888-378-7739 or email Sussex@sussexgroup.ca.

WARNING

**Know Your
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