

Like regular 911, E911 gives you the ability to contact emergency services from your cellular device. When you dial 9-1-1 on your Tuckersmith Communications cellular device, your call is routed to the 9-1-1 emergency operator for your area.

There are two phases of Enhanced 9-1-1 (E9-1-1) service. Phase one provides 9-1-1 operators with your cellular number, area code and approximate location. The operator will know the location of the cellular tower handling your call. Phase one is currently available in most areas with 9-1-1 service.

Phase two allows for 9-1-1 operators to more accurately locate a phase two-ready mobile device. E9-1-1 phase two service is available in most coverage areas in Ontario, British Columbia, Alberta, Saskatchewan, Manitoba, Quebec, New Brunswick, Prince Edward Island and Nova Scotia. Tuckersmith Communications provides cellular devices that operate on Canada's largest LTE network.

Check your local telephone book for emergency services telephone numbers. You can also contact local emergency operators to find out about the availability of 9-1-1 services in your area. Do not dial 9-1-1 for this information.

Tips When Calling E9-1-1 From Your Cell Phone

- Always give the operator the cellular number you're calling from, including area code, in case you're in an area that is not equipped with wireless E9-1-1
- Tell the operator your location or location of the emergency
- Stay on the line with the operator (customers are not billed for airtime for 9-1-1 calls)
- Do not hang up until told to do so and leave your phone turned on after hanging up in case the operator needs to call you back
- Do not program 9-1-1 on your cell phone to help reduce the chance of unintended accidental calls to 9-1-1 service
- 9-1-1 can be dialed from a locked phone
- A phone does not need to have an active account to allow 9-1-1 calls. It only needs to be charged