AquariusOne |
Hosted PBX VoIP Service

VoIP 911 Information

Details

Aquarius Telecom and your Safety
Helping to provide a safe environment for your employees, visitors and you.

What to expect when dialing VoIP 911
The typical call flow for an end user, it's usually something like this:

9-1-1 Do you need police, fire or ambulance?
<Caller responds>
Okay, is your street address 123 Anystreet?

Upon affirmative response the call taker will connect to the caller's local dispatch centre via an emergency trunk. When the local dispatch answers the call taker will provide the caller's phone number and street address and confirm that the caller is within the local dispatch centre's area.

Once it has been confirmed that the correct local dispatch has been connected, the caller can go ahead with their emergency and receive assistance.

If the caller is not at the address on file, or an address was not found, the call taker will ask for the city and province only before connecting the caller. The local dispatch centre will be responsible for obtaining the address or trying to guess based on landmarks if the caller does not know.

Hangup calls or calls where the line is open but nobody is speaking will be transferred based on the last known address. The call taker will inform the local dispatch that a call was received but there was no communication from the caller. It's up to local dispatch to decide what action they wish to take, if any.

Police

Fire

Ambulance

The fine print
AquariusOne Hosted PBX service offers a form of 911 Dialing service (911 Dialing) that is similar to traditional 911 (911) service but has some important differences and limitations when compared with enhanced 911 Dialing service (E911) available in most locations in conjunction with traditional telephone service due to the fact that you could be anywhere a highspeed internet connection is available. With both traditional 911 and E911 Dialing service, your call is sent directly to the nearest emergency response center. In addition, with E911 Dialing service, your call back number and address are visible to the emergency response center call-taker. With AquariusOne PBX's 911 Dialing service, your call is sent to a national emergency call center. The call center operator will confirm your location information and then transfer your 911 call to the emergency response center nearest your location. You should be prepared to confirm your address and call-back number with the operator. Do not hang up unless told directly to do so and if disconnected, you should dial 911 again. AquariusOne Hosted PBX 911 Dialing service will not function in the event of a power or broadband outage or if your broadband, ISP or AquariusOne Hosted PBX service is suspended or terminated. Following a power failure or disruption, you may need to reset or reconfigure your device prior to utilizing the service, including 911 Dialing.

Putting Safety in Your Work Place

Aquarius Telecom
≈ Communicate Clearly

contact your account manager for details

www.aquariustel.com

*911 Dialling service is available in Canada only. When travelling to the USA or internationally, please use alternative methods for contacting emergency services.