



PUBLIC ALERT: VOICE OVER INTERNET PROTOCOL

Consumers who are considering buying or have already purchased Internet-based telephone service should be aware of certain technical 9-1-1 limitations. **Voice Over Internet Protocol (VOIP)** is a telephone service that connects to the Internet as a means of communicating with other phones.

The traditional 9-1-1 system which is based on the use of landlines, provides that your emergency call will go to the correct 9-1-1 Central Emergency Reporting Bureau (CERB). At the same time it will provide automatic address and telephone number information to ensure help will find you even if you are not able to verbalize your location or nature of the emergency. This is known as Enhanced 9-1-1 (E9-1-1). This is not guaranteed with new Internet-based telephone technology.

LIMITATIONS OF VOIP SERVICES DURING AN EMERGENCY

- 9-1-1 service is not available if your Internet connection is down.
- 9-1-1 service is not available if there is a power failure.
- When using nomadic VOIP services automatic location information is not provided to the 9-1-1 Central Emergency Reporting Bureau (CERB).
- Most VOIP Service Providers direct your emergency 9-1-1 call to an independent call centre before manually re-routing your emergency call to connect to the local Central Emergency Reporting Bureau (CERB) and the 9-1-1 system. This transfer can cause a delay in emergency response times.
- Failure to update your name, address, telephone number and the location where you will be using the VOIP service may result in 9-1-1 calls being misdirected to an incorrect Central Emergency Reporting Bureau.
- If you do not update your "registered location" 9-1-1 calls you make will be routed based on your previously provided registered location the Provider has on file, and may not be routed to the appropriate Central Emergency Reporting Bureau for your current location.
- VOIP Service Providers may rely on third parties to assist in the provision of 9-1-1 services and these third parties may experience system failures or disruptions.



AS A VOIP SUBSCRIBER WHAT SHOULD I DO?

- Immediately inform yourself of your VOIP's 9-1-1 limitations. Contact your Service Provider for detailed information.
- Verify that you can access 9-1-1 with your phone. Do not make 9-1-1 calls but check with your Provider to confirm service and emergency calling functions.
- Be sure to keep your "Registered Location" information current with your VOIP Provider particularly if you move.
- Ensure that your VOIP Service Provider has your current property's civic address number (issued by the municipality) on file.
- Consider an alternate plan or methods for contacting emergency services during a power outage or when the Internet connection is out.
- If you are not comfortable with the limitations of VOIP 9-1-1 calls it is recommended that you not purchase Hosted IP Voice Services or consider an alternative means of accessing traditional 9-1-1 services. (Consider keeping an analog phone set available for use during power outages if you subscribe to traditional landline service)

For further information on South Algonquin's Enhanced 9-1-1 Service contact the Municipal Operations Clerk at 613-637-2650 Extension 203.

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