

# IMPORTANT INFORMATION ABOUT YOUR EMERGENCY 9-1-1 SERVICE

TalkBroadband™ works like a traditional land line phone; however it is different in that it connects to the Internet, not a telephone line. There are several important factors to consider regarding the impact of this service on your emergency calls.

## Basic 9-1-1 Service

The type of 9-1-1 service available to you regardless of how you use your TalkBroadband service is Basic 9-1-1.

If you dial 9-1-1, you will be automatically routed to a specialized call centre that handles emergency calls. This call centre is different from the Public Safety Answering Point (PSAP) that would answer a traditional emergency call. You will be required to provide your name, telephone number and address to the call centre operator.

The call centre operator will confirm your location information and then transfer your 9-1-1 call to the emergency response centre nearest your location. In case you are not able to speak during the 911 call, the call taker will dispatch emergency response vehicles to your last registered address

If you are using your TalkBroadband service at multiple locations your 9-1-1 service will still work although you will need to communicate the physical location that you are placing the 9-1-1 call from for help to be dispatched.

## 9-1-1 ACCESS LIMITATIONS

9-1-1 Service will **NOT** be available if your Internet connection is down or your TalkBroadband service is not available,  
e.g. in the case of a power failure.

9-1-1 Service may not be available when calling from outside Canada.

If you change the address from which you use your TalkBroadband service, your access to 9-1-1 Service will change and will not work properly.

Upon any move to a new address, or change of use of your TalkBroadband service, immediately advise Primus by logging onto <http://mytbb.primus.ca> or by telephone at 1-800-806 3273.

**If you fail to advise Primus of any changes, this will adversely affect your ability to access 9-1-1 Service.**

## USER TIPS

- Make sure that you understand any 9-1-1 limitations of your service and make all other potential users of the service aware of these limitations.
- Do not forget to affix supplied warning stickers to your TalkBroadband gateway and telephones.
- 9-1-1 Service will not be available during a power outage or during an Internet outage. Therefore, it is always a good idea to have a backup power supply, such as UPS for such circumstances.
- Make sure that your location information is always kept current with Primus since the emergency operator may assume that you are at the last registered address if you are not able to speak during a 9-1-1 call
- Be prepared to confirm your location and call-back number with the operator who answers the 9-1-1 call since the operator may not have this information.
- During the 9-1-1 call, do not hang up until told to do so, and call back if you get disconnected.



**Please consult the *My TalkBroadband* web portal (<http://mytbb.primus.ca>) for your 9-1-1 Service information**