

# What is Enhanced 911 (E911)?

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## Overview

E911 is a service that allows emergency operators to provide better assistance to people calling 911 from their mobile phones. It provides emergency operators with more specific information about your location and displays your mobile phone number to emergency operators.

## What you need to know

### When you call 911 from your mobile phone:

- Provide your complete wireless phone number, including the area code.
- Give your location and the location of the emergency.
- Stay on the line with the operator. Remember, you aren't billed airtime for 911 calls. If disconnected, leave your phone on for call-backs.
- To avoid making accidental emergency calls, don't program 911 into your phone.
- Remember if you're underground or too far from a network antenna, your signal quality may be affected and you may not be able to connect to the network.

## E911 Service Locations

Public Mobile E911 service is currently accessible in most of Alberta, British Columbia, the Greater Winnipeg area of Manitoba, Ontario, Quebec, New Brunswick, PEI, Saskatchewan and the Greater Halifax area of Nova Scotia. E911 is not yet available in Newfoundland due to limitations with landline network capabilities.

If E911 is not yet available in your area, you will be able to access it when you roam into Public Mobile supported E911 areas as well as within other mobile carriers' E911 coverage areas.

## E911 Phase 1

Displays your mobile phone number to emergency operators as well as the location of the cellular site carrying your call. **All phones and smartphones support E911 Phase 1.**

## E911 Phase 2

Provides improved location information to emergency operators. While Phase 1 is able to give the tower location, Phase 2 can also provide the longitude and latitude of the caller. E911 calls from mobile phones are subject to the same limitations as regular calls from mobile phones. For example, if you're underground or too far from a network antenna, your signal quality may be affected and you may not be able to connect to the network. **All phones and smartphones introduced as of February 1, 2010 support E911 Phase 2.**

## E911 and VoIP Apps for Android Devices

PUBLIC MOBILE is warning its customers of a potential issue with wireless voice apps that can prevent the ability to call 911 from Android devices. With some simple steps, customers can continue to use the apps while still being able to call for help in an emergency.

An issue has been identified affecting 9-1-1 calling from certain **Android devices** with downloaded VoIP applications such as Viber or Skype. Clients with these devices are unable to complete calls to 9-1-1 if they have downloaded one of these apps and have set it to 'always' in their device settings, making it the default call dialer on the device.

In this circumstance, when a client attempts to dial 9-1-1, **the app dialer cannot process the call**, because for 9-1-1 calls the VoIP application will revert back to the phone dialer to connect the call. However, because the settings are set to "Always use the app dialer" the phone dialer will send the call back to the VoIP app. As a result, the call loops and the 9-1-1 call cannot be connected. The settings within the application must be changed and '**Just Once**' should be the default dialer setting.

**How to change your dialer settings:** Please do not dial 9-1-1 to test your device.

To help ensure 9-1-1 calls can be made, it is strongly recommended that you remove the default dialer settings on these apps on an affected device by following these steps:

### From your Android device:

1 Tap "Settings" • 2 Tap "Application Manager" • 3 Tap on the Menu button on the device • 4 Tap "Reset app preferences" • 5 Tap "Reset apps"

**NOTE:** When using a VoIP app such as Skype or Viber, always press "Just Once" when prompted for use as the default dialer. This will ensure you are able to successfully place a 9-1-1 call if required.

Public Mobile is committed to protecting its customers and notifying them of any issues that impact emergency 911 calling from their Public Mobile devices.

The Public Mobile team continues to investigate this issue. We are speaking with Google and they tell us this is a global problem and they are working with these app developers to fix this issue.

# Text with 911

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## Overview

Text with 911 (T911) is an emergency texting service for Deaf, Hard of Hearing and Speech Impaired (DHHSI) customers who need to communicate with a 911 operator. It is not yet available in all communities. Refer to **Availability section** for details.

## Registration, requirements and availability

### Registration

Contact our Customer Support team to request to register for T911 (registration is free of charge) by following these two steps: 1) Register on our online Community (Instructions here).

2) Contact our support team (Learn how here)

### Requirements

To use the T911 service, you must:

1. confirm that you are speech or hearing impaired
2. use a supported mobile phone (see below)
3. accept the terms of service below;

### T911 Terms of Service

T911 service is not available everywhere. Government agencies are responsible for handling emergency calls, and not all of them are able to support T911 service. For T911 coverage areas, please consult the Canadian Wireless Telecommunications Association website for Text with 911. Coverage areas are approximate.

The T911 Call Taker will attempt to communicate to you via text messages in the language associated with your mobile subscription. If they language associated with your mobile subscription is not correct, please contact Client Care. The agency handling your T911 call may not be able to assist you in both official languages. T911 service relies on text messaging sessions initiated by the government emergency response agency receiving your 911 call. The availability of text messaging service is not guaranteed and is subject to the Public Mobile Service Terms.

You must have an active Public Mobile account to access T911 service on your Public Mobile device. Each device on your account must be individually enabled for T911 service, if the user is eligible. Please allow 5 days for registration to become effective.

Your T911 registration will not follow if you port your number to another service provider. You must re-register.

### Availability

T911 service is not available everywhere. Government agencies are responsible for handling emergency calls, and not all of them are able to support T911 service.

For approximate T911 coverage areas and further information, see <http://textwith911.ca/service-availability>.

### Using T911

In an emergency, dial 911 on your cell phone to access the 911 center in your area. They will receive an indicator that tells them to communicate with you via text messaging.

To dial 911, simply hit the send key, then the digits 9, 1, 1, and the send key again. You must ensure your phone is unlocked to return to the home screen and text message with the operator.

Do not send a text message to 911. This is not supported and you will get an error message. You must wait for the 911 operator to initiate the text session with you.

Do not end the voice 911 call. It allows the 911 operator to hear the emergency and also receive important information including call back number and location information. When the emergency has ended, you will get a text message indicating the end of the session. You can then end the voice part of the 911 call.

A supported handset will be required to use this service. The following mobiles that support T911:

## Supported devices

| Manufacturer | Model   |
|--------------|---|
| Apple        | iPhone SE, iPhone 7s, iPhone 6s Plus, iPhone 6s, iPhone6 Plus, iPhone 6, iPhone 5C, iPhone 5Sh iPhone 5h iPhone 4Sh iPhone 4h iPhone3GS, iPhone3G                                   |
| Alcatel      | Idol 3 Pixi 4, Pixi3 4.5, Lume, Idol X+, POP Icon   |
| BlackBerry   | Q20ClassichaPassport Q5 Q10 Z10 Z30 Curve 9360 Curve 9320 Bold 9790 Bold 9900 Torch 9800 Touch 9810 Curve 3G 9300 Torch 986 Bold 9700 Bold 9780 Curve 9380 Pearl 3GLeap Priv DTEK50 |

# Text with 911

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| <b>Manufacturer</b> | <b>Model</b>  |
|---------------------|---|
| HTC                 | One M, One S, Desire 320, Desire 510, One, Desire HD, Desire, Status, One X, Hero, Surround, One V, Amaze 4G, One S, One X+, Desire 601, OneM9, Pixel, Pixel XL   |
| Huawei              | Nexus 6P, Ascend Y330, Y210   |
| INQ                 | Cloud Touch   |
| Kyocera             | Duraforce, Dura XE  |
| LG                  | A1, Optimus G (E973), Nexus 4 (E960), Shine Plus with Google (C710h), Optimus 7(E900h), Optimus Black (P970g), Optimus Chat (C555), Optimus LTE (P935), Optimus One (P500h), Optimus L3 (E400b), Nexus 5, Nexus 5X, Cookie Plus (GS500g), New Chocolate (BL40), A341, Madison, Breeze (GW525G IQ - GW825), G3, K4, XPower, G4, G5   |
| Motorola            | Moto X Play, Moto G4 Plus, Moto Z Play, Moto Z, Moto G Play, Moto G (Generation 2 or 3), Nexus 6, Moto X, (Generation 2), Milestone, Charm, ES405B, Defy, Backflip, Key - EX225   |
| Nokia               | C3-01, Lumia 435, Lumia 520, Lumia 610, Lumia 620, Lumia 625, Lumia 800, Lumia 1020, NE71, NE72, N3710  |
| Samsung             | Galaxy A5, Galaxy J1, Galaxy J3, Galaxy Mega, Galaxy Note, Galaxy Note 2, Galaxy Note 3, Galaxy Note 4, Galaxy Note 5, Galaxy Note 7, Galaxy S II X, Galaxy SIII, Galaxy S3 Mini, Galaxy S IV, Galaxy S4 Mini, Galaxy S5, Galaxy S5 Active, Galaxy S6, Galaxy S6 Edge, Galaxy S6 Edge+, Galaxy S7, Galaxy Core LTE, Alpha, Rugby 4, Galaxy Apollo, Galaxy S Fascinate 3G+, Galaxy Fascinate 4G, Galaxy Ace, Galaxy Ace Q, Galaxy Nexus Prime, Galaxy Rugby LTE, Ativ S, Advance, Rugby II, Evergreen, C414, Galaxy S, Fascinate |
| Sonim               | XP7 PS, XPC7, XP6700, XP7700  |
| Sony                | Xperia Z1, Xperia Z   |
| Truckfone           | Accel Voyager   |