



Eastlink Unified Communications – 9-1-1 Emergency Service

Calling 9-1-1

When you call 9-1-1 from your wireless cellphone, calls will be routed in the traditional manner to the proper 9-1-1 call centre along with your location information. For calls placed from your computer, tablet or Eastlink IP phone using Eastlink Unified Communications Service, your call will travel over the Internet, so it will not automatically route to the nearest 9-1-1 call centre. Instead, it will route to a specialized emergency call centre that will route your call based on the address listed in your Unified Communications Account. Because you can move your tablet, computer and Eastlink IP phone, and for technical reasons, the specialized emergency call centre may not have your name, address or phone number.

Please follow these steps to ensure you get the help you need:

1. Be prepared to tell the emergency call centre the street address where you are currently located and your phone number.
2. Do not hang up unless you are directly told to do so.
3. If you are disconnected for any reason, call 9-1-1 again immediately.
4. Let others who may have access to your Eastlink Unified Communications Service know about these tips, or advise them to use their cellphone or other device to call 9-1-1.

9-1-1 Emergency Service address

Another way to help ensure you get the 9-1-1 assistance you need is to keep your street address up-to-date. This address should be the location from which you will most likely be making and receiving calls. This way, in the event you cannot speak when you call 9-1-1, the call taker will send help to your up-to-date street address. Visit www.eastlink.ca/unified911 to keep your address up-to-date.

Additional details

Additional details on 9-1-1 service with Eastlink Unified Communications can be found in the Unified Communications Terms of Service at www.eastlink.ca/terms.

