

USING YOUR MOBILE PHONE IN AN EMERGENCY

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CANADIAN WIRELESS
TELECOMMUNICATIONS ASSOCIATION

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IN AN EMERGENCY, YOUR MOBILE PHONE CAN BE A LIFELINE. BUT THERE ARE A FEW FACTS YOU NEED TO KNOW BEFORE YOU DIAL 9-1-1.

When you call **9-1-1**, you have to give your **complete number** to the **9-1-1** operator – including your mobile phone area code. This is important because the operator may have to call you back if you are disconnected.

In addition, you have to tell the operator, as best you can, exactly where you are. Remember, your mobile phone can be used anywhere service is available. **Only you can provide your precise location or the location of the emergency.**

If you are driving, stop your vehicle if it is safe to do so and look for street signs, addresses or landmarks. If you are driving on a highway, try to provide the highway number, your direction of travel and look for exit numbers, overpasses or major buildings.

Not all local governments in Canada operate **9-1-1** systems. Wireless carriers endeavour to route **9-1-1** calls to an appropriate call-taking agency (for example a local police department) in areas where no **9-1-1** service exists. However, subscribers, who routinely use their mobile phones in areas where a **9-1-1** system does not exist, should know the phone numbers for police, fire and ambulance services.

DO NOT PREPROGRAM 9-1-1 INTO A PHONE'S SPEED-DIAL FUNCTION

Many unintentional emergency calls are placed from mobile phones due to the accidental pressing of an emergency speed-dial key. In many instances, the wireless customer is unaware that the emergency key has been pressed. Customers should check their phone's manual or contact their retail dealer to ensure any preprogrammed emergency numbers have been disabled.

Following are some tips on ensuring the most effective response when you call 9-1-1.

WHEN SHOULD I USE 9-1-1?

You should call **9-1-1** in situations where the safety of people or property is at risk. Examples of **9-1-1** emergencies include: **fire, a crime in progress, or a medical emergency.**

TIPS FOR USING 9-1-1

Remain calm and speak clearly. Identify which emergency service you require (police, fire or ambulance) and be prepared to provide the following information:

- **What is your 10-digit mobile telephone number?**
- **What is the location?**
- **What is the emergency?**

Please remain on the line to provide additional information if requested by the operator. **DO NOT HANG UP** until the operator advises you to do so. After hanging up, leave your mobile phone turned on in case the operator must call you back.

FREE 9-1-1 CALLING

Calls to **9-1-1** from mobile phones are free of airtime charges.

PLEASE DON'T CALL 9-1-1 UNLESS IT'S A REAL EMERGENCY!

The wireless telecommunications industry is committed to supporting improvements to 9-1-1 service. Wireless phone service providers are working with 9-1-1 call-takers, local telephone companies and government agencies to implement a national approach to enhancing wireless 9-1-1 services.

The information in this brochure has been developed in cooperation with various 9-1-1 Service Providers across Canada.

