



Questions to Ask your VoIP Provider

- 1. Is enhanced 9-1-1 (address location) a service offered? Is enhanced 9-1-1 included in my phone package?**

If enhanced 9-1-1 is not available, customers should be aware that if a caller is unable to speak or if the call is disconnected, the operator may not have automatic location information to give the 9-1-1 call takers.

- 2. Are 9-1-1 calls made using a VoIP phone first routed to a third party operator service and then to the 9-1-1 Centre?**

Customers should be aware that using a third party operator service may cause a potential delay in response if the operator sends the request for emergency service to the wrong 9-1-1 Centre or a non-emergency line.

- 3. Does the VoIP service provider enlist the service of a language line interpretation service?**

This is important if a family member or someone who would normally be using the phone does not speak English. Interpretation services are currently used in most 9-1-1 Centres across Canada including southwest British Columbia