

NB 9-1-1 Service Fee



Why do we pay a service fee for 9-1-1?

The 9-1-1 service fee:

- Ensures that 9-1-1 operators are available 24/7 to take calls and that they are well trained and maintain a high standard of service;
- Helps operators locate callers no matter where they are in the province;
- Is used to improve how fire services are dispatched to emergencies and how they communicate with each other once on scene;
- Puts tools like enhanced technology and mapping in place to improve emergency service response throughout the province.
- Supports emergency management planning and response capability.

It is all about getting the right emergency provider to the right place faster, saving more lives and properties.

How much is the 9-1-1 service fee?

New Brunswickers pay \$0.53 per month (\$6.36 per year) for each outgoing telephone line.

What will you do with the money collected?

Of the \$0.53 monthly charge, \$0.46 is dedicated to the improvement and operation of the New Brunswick 9-1-1 system. \$0.07, based on Canadian Radio and Television Commission (CRTC) approval, goes to the telephone companies as a collection fee.

My telephone carrier is charging a 9-1-1 fee as well. What is the difference?

The Province of New Brunswick works with telephone companies to provide 9-1-1 service. As a result, both the government and your telephone provider incur costs. The 53 cent fee on your telephone bill marked "NB Government 911 Fee" covers the government's costs and CRTC-approved collection fee. Any other 9-1-1 fees shown on your bill are to cover your telephone carrier's costs and you should contact your carrier directly with questions about that fee.

Is the service fee applied per subscriber or per telephone line?

It applies to all outgoing lines for both landlines and wireless telecommunications services. All telephone subscribers in New Brunswick share the benefits of 911 service, and this fee supports the maintenance, improvements and enhancements for an efficient 911 service for all New Brunswickers.