



How to Make a T9-1-1 Call

1. Place a voice call to 9-1-1

You must make a voice call to 9-1-1 to connect to a 9-1-1 centre.

Without a voice call first, T9-1-1 will not work.

(You can make a voice call to 9-1-1 even if you do not have a voice plan)

2. Wait for the 9-1-1 centre to text a message to you

After you make the voice call, you should receive a text message from the 9-1-1 centre.

The number you will see on your cell phone will begin with 555-911.

If you do not receive a text message after a couple of minutes, hang up and make a 9-1-1 voice call again or ask someone else to dial 9-1-1 for you, use TTY, or Relay Services.

Once a connection is made and you have received a text message from the 9-1-1 centre, you can begin the text conversation. **DO NOT END THE VOICE CALL.**

Depending on the province that you live in and the services you require, you may be transferred to a new number that begins with 555-911 during your T9-1-1 session to access fire, police or EMS. Always send your messages to the current 555-911 number.

3. Explain your emergency

Once you receive your first message, you will be able to text with the 9-1-1 centre to explain your emergency and get help. The 9-1-1 centre may ask you questions, to confirm exactly where you are.

4. Ending your call

You will know that the T9-1-1 session is finished, when you receive an "End of 9-1-1 Call" message. If you don't get a message to say "End of 9-1-1 Call" you can send a text message to ask if the 9-1-1 conversation has ended.

If you receive an error message at any time during your call, the T9-1-1 call has ended. If you still need help and the call has ended, you will need to and begin again at step 1 and make a new voice call to 9-1-1.

Things to remember

- During an emergency, T9-1-1 allows you to text with a 9-1-1 centre.
- You need a cell phone that will work with T9-1-1.
- You will need a valid wireless subscription for text messaging. You can find this information by going to this web site <http://textwith911.ca/> and clicking on the 'Registration' icon. A wireless service provider is your cell phone company. Your cell phone company will be able to tell you if you have a cell phone that will work with T9-1-1 and will be able to get your cell phone number registered for the service.
- You must ensure your cell phone number is registered for the service. You must be registered for the T9-1-1 service in order to text with 9-1-1.
- Before you text with 9-1-1 you must first make a phone call to 9-1-1 to connect to a 9-1-1 centre. Without a voice phone call first, T9-1-1 will not work.
- A text message that is sent directly to 9-1-1 from an unregistered cell phone will not work.
- With all text messaging services, there is no guarantee a text message will be sent, delivered or received in a timely manner. There could be a delay before 9-1-1 gets your text message.
- T9-1-1 is not available in every municipality throughout Canada but will be available everywhere in New Brunswick by the end of 2015. If you are travelling outside of New Brunswick, make sure you know ahead of time, if T9-1-1 is available where you are going.