

## **9-1-1 SERVICE ON YOUR PC MOBILE PHONE:**

### **INCREASED SAFETY**

When you dial 9-1-1 from your PC mobile phone, your call is routed to the emergency operator for your area. 9-1-1 emergency operators are provided by local emergency providers and may vary by region.

### **e9-1-1 PHASE TWO**

PC mobile service is provided by Bell Mobility, who is working with industry representatives and local, provincial and national government agencies to maintain and improve today's enhanced 9-1-1 (e9-1-1) services.

Bell Mobility is ready to route calls with e9-1-1 Phase Two information as of February 2010. Full e9-1-1 Phase Two services may not be available in all areas if the local emergency operators are not ready to receive your Phase Two call information.

E9-1-1 Phase Two service is available in most Bell Mobility coverage areas in British Columbia, Alberta, Saskatchewan, Manitoba, Ontario, Quebec, New Brunswick, Prince Edward Island and Nova Scotia.

### **e9-1-1 PHASE ONE**

The Bell Mobility network also supports 9-1-1 Phase One. The service provides emergency operators with your mobile phone number with area code and vital information. This is helpful in case your call to 9-1-1 is disconnected for any reason. It also lets emergency operators know the location of the cellular tower handling your call, helping them to route your call to the most appropriate emergency response centre.

When e9-1-1 service is not available your call will be connected without your mobile number and location displayed to the emergency operator.

### **LIMITATIONS**

As with all calls from mobile phones, emergency calls to 9-1-1 are affected by your location. If you are in an area with a weak mobile signal or underground, for example, your call to 9-1-1 may be affected.

The location technology used where e9-1-1 Phase Two is available may be affected by weak mobile signals, in covered areas or underground areas. It is important to always give the operator your name, mobile phone number (including the area code), and location.

## **COST**

There is no per minute charge for e9-1-1 calls on your PC mobile phone. Please note that in some provinces, an additional government fee for e9-1-1 service may apply.

## **9-1-1 TIPS**

- Do not program 9-1-1 into your speed dial, as this will increase the likelihood of accidental calls.
- When calling 9-1-1, always give the operator your name, mobile phone number (including the area code), and location, in case you are in an area not equipped with mobile e9-1-1 service.
- Stay on the phone with the 9-1-1 operator as long as required. Remember that PC mobile customers can call 9-1-1 without any per-minute charges.
- Leave your mobile phone turned on after hanging up in case the operator needs to call you back.
- Please check your local telephone book for information on emergency services telephone numbers. You can also contact local emergency operators to find out if 9-1-1 service is available (do not dial 9-1-1 to check availability). See the PC mobile [coverage map](#) to find out where the Bell Mobility network is available.

## **e9-1-1 PHASE TWO LOCATION TECHNOLOGY**

When you dial 9-1-1 in areas where e9-1-1 Phase Two is available, your location is provided to emergency operators. PC mobile phones that support e9-1-1 Phase Two can use either the Global Positioning System (GPS) or cell-site triangulation to provide location information depending on the model and the reception conditions. Some PC mobile phones support both GPS and cell-site triangulation and others support only cell-site triangulation. When you dial 9-1-1 in areas where e9-1-1 Phase Two is available, the location system automatically selects the best method to determine your location. Please check the e9-1-1 Phase Two compatibility list to see if your PC mobile phone is supported. If your phone is not supported you can still dial 9-1-1 as you will still be supported by e9-1-1 Phase One.

GPS uses radio signals from satellites to calculate the mobile phone's location (similar to car navigation systems). GPS radio signals may be affected by weak signals, in covered areas or underground areas.

For e9-1-1 Phase Two capable mobile phones that do not support GPS or when GPS signals are weak or not available, cell-site triangulation is used. Cell-site triangulation

uses radio signals from cell towers to calculate the mobile's location. Cell-site triangulation may be affected by weak signals, in covered areas or underground locations. It also may be limited in areas served by fewer than three cell towers (e.g. in remote rural areas).

When calling 9-1-1, always give the operator your name, mobile phone number (including the area code), and location, in case you are in an area not equipped with mobile e9-1-1 service.

