

# Mobile Devices & Enhanced 9-1-1 Service (E 9-1-1)

## What is Enhanced 9-1-1?

Like regular 911, Enhanced 9-1-1 (E 9-1-1) gives you the ability to contact emergency services from your cellular device. When you dial 9-1-1 on your Brooke Telecom mobile device, your call is routed to the 9-1-1 emergency operator for your area.

There are two phases of E 9-1-1 service. Phase one provides 9-1-1 operators with your cellular number, area code and approximate location. The operator will know the location of the cellular tower handling your call. Phase one is currently available in most areas with 9-1-1 service. Phase two allows for 9-1-1 operators to more accurately locate a phase two-ready mobile device. In areas where phase two is available, your location is provided to emergency operators when you dial 9-1-1. Brooke Telecom mobile devices support both GPS (Global Positioning System) and cell-site triangulation. When you dial 9-1-1 in areas where E 9-1-1 phase two is available, the location system automatically selects the best method to determine your location.

## Enhanced 9-1-1 Limitations

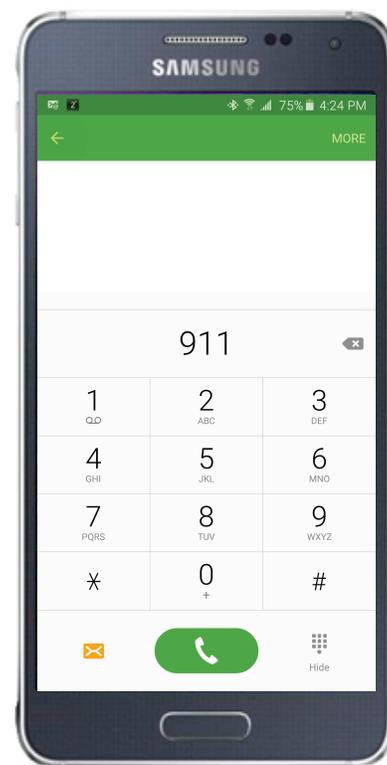
E 9-1-1 phase two service is available in most Brooke Telecom coverage areas in Canada using the Bell Mobility network. Check your local telephone book for emergency service telephone numbers. You can also contact local emergency operators to find out about the availability of 9-1-1 services in your area. Do not dial 9-1-1 for this information. GPS uses radio signals from satellites to calculate the mobile device's location (similar to car navigation systems). It is important to know GPS radio signals may be affected by weak signals, in covered areas or underground areas. Cell-site triangulation uses radio signals from cell towers to calculate the cellular device's location. This method may also be affected by weak signals in covered areas or underground locations. It may also be limited in areas served by fewer than three cell towers ( e.g. in remote rural areas).

## Device Limitations

Enhanced 9-1-1 service is not guaranteed to work. Data only devices such as Turbo Sticks, Turbo Cards, Turbo Hubs (non-voice models), WIFI devices and tablets cannot be used to make voice calls and therefore will not connect you to 9-1-1 in case of emergency. It is recommended that you speak to a Customer Service Representative if you are concerned that your devices are not compatible.

## Tips when calling 9-1-1 from a mobile device

- If possible, always give the operator the cellular number you're calling from, including area code, in case you are in an area that is not equipped with wireless E 9-1-1.
- If possible, tell the operator your location or location of the emergency



## Dialing 9-1-1 using VoIP (Voice Over Internet Protocol) application on Android Devices

Wireless customers using VoIP-based (web or data driven) app like Viber and Skype to make calls on smartphones may not be able to reach 9-1-1 in case of emergency. This issue is not Brooke Telecom specific and it could affect customers with any wireless service provider. We recommend customers to avoid using VoIP based apps as their default dialer.

Remember that calls to 9-1-1 services are affected by the signal strength in your location, just like any other mobile call. Access to 9-1-1 and E 9-1-1 services is included in your Brooke Telecom monthly rate plan. However, in some provinces, an additional fee is charged as requested by the provincial government.

The additional monthly fee is as follows: (current as of 29/01/2016)  
Quebec \$0.40, Nova Scotia \$0.43, P.E.I \$0.70, New Brunswick \$0.53, Alberta \$0.44, Saskatchewan \$0.62, Newfoundland & Labrador \$0.75. (Reference-Bell Canada Website)