

Text with 9-1-1

A new service for members of the Deaf, deafened, hard of hearing community and people who have speech impairment in Guelph



What is Text with 9-1-1

- People who are Deaf, deafened, hard of hearing or have a speech impairment can call 9-1-1 and text their message with a 9-1-1 operator
- must register for the service
- cell phone must be able to receive and send text messages at the same time as having an active phone call. Most newer phones can do this.

How to register

- Contact your cell provider (Bell Mobility, Rogers, Telus, Wind, etc.)
- Link to cell provider through www.textwith911.ca

TEXT with 9-1-1

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What You Need to Know about TEXT with 9-1-1



How to Make a 9-1-1 Call



Registration



Service Availability



FAQs



Pre-registration Checklist

Want to register for the 9-1-1 service? Here is a quick checklist to help you get started.

Registration



Please visit your wireless service provider's Web site for specific details such as information on registration and cell phone compatibility. Click on your provider's logo to be directed to their information page.

Bell

[Bell](#)

chatr
wireless
no contracts • no lock-in

[chatr wireless](#)

cityfone

[cityfone](#)

eastlink

[eastlink](#)

fido

[fido](#)

good2GO

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koodo™

[KODOO](#)

MTS

[MTS](#)

NorthernTel
A DIVISION OF BELL ALIANT

[NorthernTel](#)

PC MOBILE

[PC MOBILE](#)

Petro-Canada Mobility
Pre-paid calling

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primus
go for more™

primus

[primus](#)

Talk & Save

[RBC Talk & Save](#)

ROGERS

ROGERS

[Rogers](#)

SaskTel

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Sears connect
MOBILE

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SimplyConnect

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Solo
mobile

[Solo Mobile](#)

7-Eleven SpeakOut

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Public
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Telebec
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TELUS

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VIDEOTRON
MOBILE

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Virgin
mobile

[Virgin Mobile](#)

WIND

[WIND](#)

ZOOMER
WIRELESS

[Zoomer Wireless](#)

How does Text with 9-1-1 work?

- You call 9-1-1 first to get the 9-1-1 operator
- The number on the text you get back from the 9-1-1 operator will be 13 numbers long and begin with 555-911-xxx-xxxx

9-1-1 texts you back

- A text should be received quickly
- Do not hang up if you do not get a text right away
- Wait for the 9-1-1 operator's text message and respond.



Example of a 9-1-1 Call

You call: 9-1-1

Text: 9-1-1, do you need police, fire or ambulance?

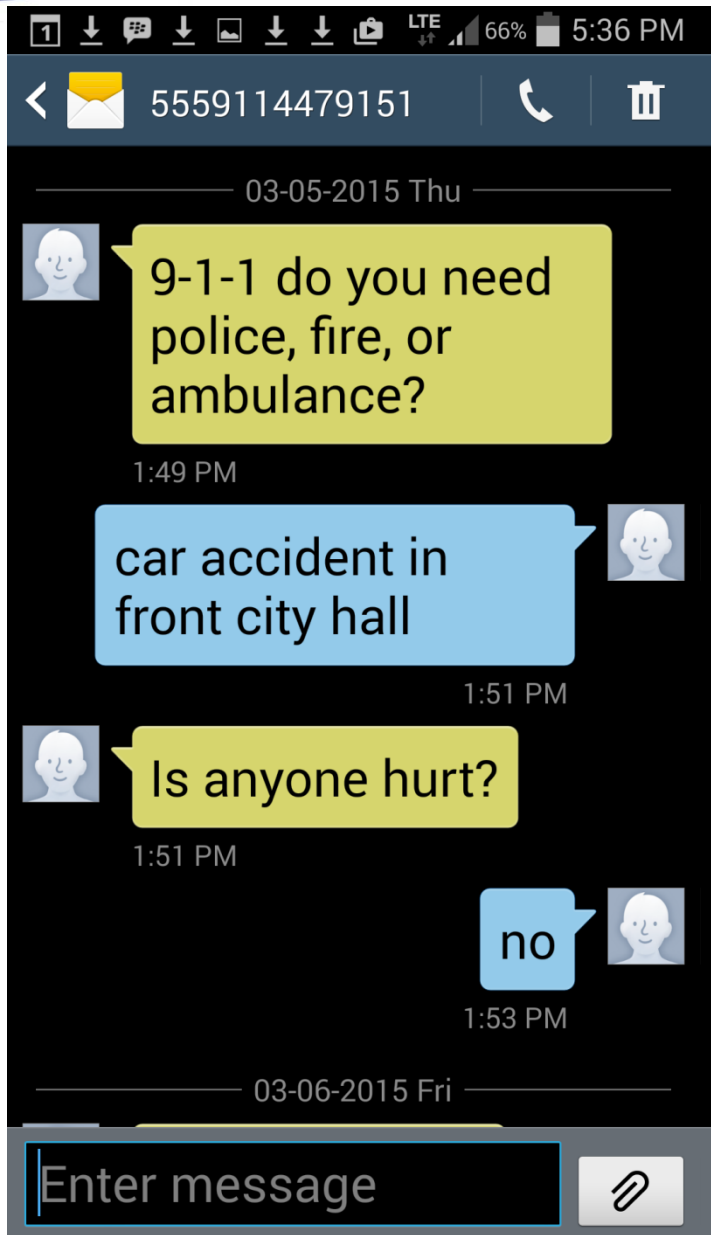
You answer: Police

Text: Where is the emergency?

You answer: front of Guelph City Hall

Text: What is your emergency?

You answer: car accident





During a call

- In a life-threatening situation, you can give more information right away

Example:

Text: 9-1-1, do you need police, fire or ambulance?

You answer: I live at 120 Victoria Road North. There is a fire in my garage.



During a call

- Stay on the phone with the 9-1-1 operator and keep texting until they tell you it is OK to hang up and stop texting.
- Your text messages should:
 - Be short and brief
 - Not use short forms or slang for words because we may not understand what you are saying. Write the full word.
- Tell the 9-1-1 operator if you do not understand the question.



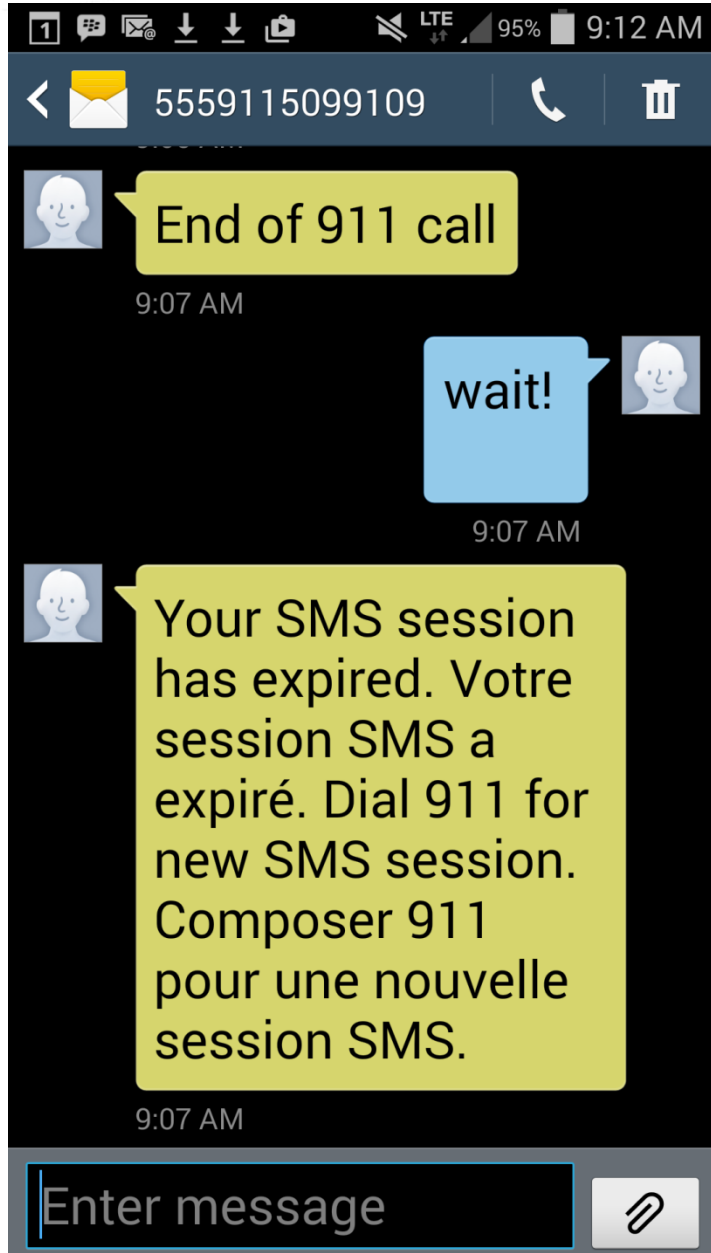
During a call

- If you can, provide the whole address or location
- If you do not receive replies to your text, re-send the message.
- If you dial 9-1-1 by accident, do not hang up. Just tell us it was a mistake.



At the end of the call

- You will receive a text that says “End of 911 call”
- If you try to reply you will receive a text that tells you to dial 9-1-1 again



1 [notification icons] LTE 95% 9:12 AM

< [envelope icon] 5559115099109 [phone icon] [trash icon]



End of 911 call

9:07 AM

wait!



9:07 AM



Your SMS session has expired. Votre session SMS a expiré. Dial 911 for new SMS session. Composer 911 pour une nouvelle session SMS.

9:07 AM

Enter message





Remember

- Not available throughout Ontario yet
- Check www.textwith911.ca website for service availability, more information and to register
- Do not hang up if you do not receive a text right away from the 9-1-1 operator
- Tell the 9-1-1 operator where the emergency is and if you need police, fire or ambulance

Text with 9-1-1

Service starts in the city of Guelph
Thursday March 26th, 2015

