

FAQ – What You Need to Know About 9-1-1 Calling

Can I make a 9-1-1 call even if my carrier does not offer service in the area?

Yes. Any cell phone customer in Canada can dial 9-1-1 and connect to emergency services, even if their carrier does not have infrastructure in the area. However, the phone must still be able to detect a usable network. This is a regulatory requirement and part of Canada's public safety framework.

Can I make a 9-1-1 call even if I don't have an active plan?

Yes. Even if a phone does not have an active plan, it can still make 9-1-1 calls as long as it has a functional battery and can connect to any available network.



Can I make a 9-1-1 call even if I don't have a SIM card?

Yes. Phones without SIM cards may display "Emergency Calls Only" when attempting to dial and your call will go through.

Can every cell phone make a 9-1-1 call?

No. Some older or non-functional devices may not support 9-1-1 calls if they cannot detect a usable network.

Can I text 9-1-1?

In Canada, people who are deaf, hard of hearing, or have speech impairments can register for the Text with 9-1-1 or T9-1-1 service. This feature allows texting emergency services, but it must be pre-registered with the user's carrier.

Do 9-1-1 calls get priority even when a network is experiencing high call volumes?

Yes. Emergency calls are given high priority on cellular networks, ensuring that they have a higher likelihood of connecting even during periods of high network traffic.

What is Enhanced 9-1-1 or E9-1-1?

The Enhanced 9-1-1 or E9-1-1 system provides the caller's approximate location to emergency services based on the device's GPS or the cell tower being used for the call. The accuracy of E9-1-1 depends on the phone and available infrastructure.



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