

EMERGENCY SERVICE — NOTICE REQUIRED BY THE CRTC

Important Notice — 9-1-1 Service

How 9-1-1 works on an IP telephony service, and how to protect yourself

Why this notice

The Canadian Radio-television and Telecommunications Commission (CRTC) requires every IP telephony provider to clearly inform its customers of the limitations of 9-1-1 service (Telecom Decisions CRTC 2005-21, 2005-61 and 2010-387). 9-1-1 works with your RNT service, but it differs from 9-1-1 on a traditional telephone line. Please take a few minutes to read this notice and share it with every user of your system.

How 9-1-1 works with IP telephony

When you dial 9-1-1, your call is routed to a specialized answering centre (nomadic E9-1-1) where the operator verbally confirms your address before transferring the call to the appropriate emergency centre. This process may take slightly longer than a traditional 9-1-1 call. Always be ready to state your address and callback number — do not hang up until you are told to.

Your address must always be up to date

Unlike a traditional line, your location is not detected automatically. The address on file is the one that will be provided to emergency services if you are unable to speak. If you move your business or relocate a device to another site, your address does not follow automatically: you must notify us without delay.

Power or Internet outage = no 9-1-1

IP telephony depends on your electrical power and your Internet connection. During a power failure or an Internet outage, your phones cannot make any calls — including 9-1-1. Always keep a charged cell phone within reach as a backup.

Nomadic service: away from the office

Your mobile and desktop apps (softphone) let you use your extension anywhere — remote work, travel, branch offices. Caution: a 9-1-1 call placed from these apps is associated with the address on file, not with your actual location. When away from your place of business, use your cell phone to reach emergency services whenever possible.

Our recommendations

Inform every user of your system of the limitations described in this notice. Post the service address near the telephones so anyone can state it to the operator. Notify us immediately of any move or device relocation. When mobile or working remotely, prefer your cell phone for emergency calls. Finally, apply the warning stickers provided, if any, to your devices.

9-1-1 service fees

The 9-1-1 service is billed automatically for each telephone number on your file, as shown in your quote and your service agreement. It cannot be removed: it is a regulatory requirement.

To update your 9-1-1 address

Email: service@rntcanada.com · Phone: 1 855 547-9393 (24/7 support)

Notify us before any move so your new address is active from day one.

Compliant with Telecom Decisions CRTC 2005-21, 2005-61 and 2010-387 · Updated: July 2026