

VoIP 9-1-1

Quick Start Guide

Welcome to your quick start guide for VoIP 9-1-1!

About VoIP 9-1-1

Smart Office and SIP Trunking customers have access to VoIP 9-1-1, which means your Emergency Call and location information are not automatically sent to the nearest emergency response centre when 9-1-1 is dialled. Please inform anyone using Northwestel VoIP 9-1-1 on your team about these limitations.

How are Emergency VoIP 9-1-1 calls handled?

The Emergency Call is first answered by a third-party operator. You must be ready to provide your location information verbally to the operator who will then route the Emergency Call to the appropriate emergency response centre based on the information you provided.

Smart Office and SIP Trunking includes a web portal which you may use to input and update as needed your current address and location information for telephone numbers provided with your Northwestel services VoIP. Due to the nature of Northwestel Smart Office and SIP Trunking, correlation between a telephone number and the address and location of the end-user is not always possible. You are solely responsible for providing the correct address and location information via the web portal which may be used by the emergency response centre if the 9-1-1 caller is unable to identify your location. If you do not provide the correct address and location information, emergency services may be dispatched to the wrong address. In such cases, Northwestel and its suppliers are not liable for any and all claims or actions arising out of any such misrouted 9-1-1 calls.

What about Emergency Calls made from outside of Canada or the United States?

Please use another phone service like a cellphone or a landline. An operator may answer the call but will not be able to transfer it to the appropriate emergency response centre.

VoIP 9-1-1 information database

The third party centre, Northern 9-1-1 includes a web portal which you use to input and update as needed to the address and location information for telephone numbers provided with Northwestel services. This guide helps you to do that.

Ensure your address and location information is always updated.

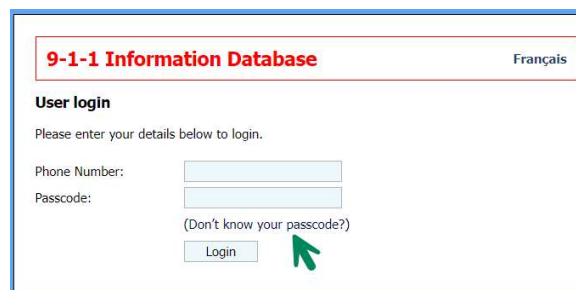
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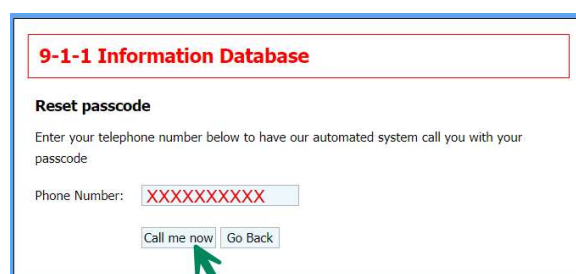
How to access the northern 9-1-1 web portal

1. From your browser go to <https://addressinfo.northern911.com>

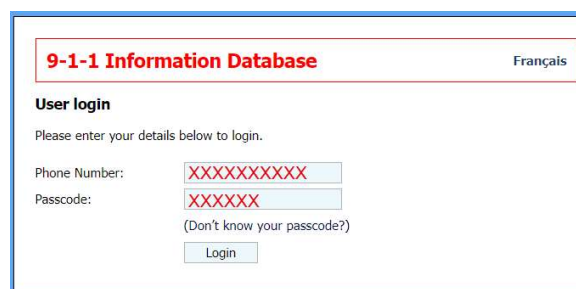
2. For **first time login**, click *(Don't know your passcode?)* link, key in your Phone Number, then click the *Call me now* button.



3. The system will phone that Phone Number and provide a Passcode. Jot it down for your login reference.



4. Login to the web portal using your Phone Number and the Passcode provided.



5. Once logged in, your Current Address Information will show up. This is also the same section where you can make a permanent or temporary change to your address information.

Permanent address change

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Current Address Information

Please confirm that the address information below is the location of the telephone number listed.

Telephone: 867-888-888
Name: OCS - CORPORATE SERVICES
Address: 301 LAMBERT ST
City: WHITEHORSE
Province: YT
Postal Code: Y1A 1Z5
Other Info:

Permanent Address Change

Make a Permanent Address Change

Temporary Change of Address

Use this tool to schedule a temporary change of address. You may schedule up to three changes in advance.

Schedule Temporary Address Change

1. Click the button. Make a Permanent Address Change
2. Make the changes to your address information on the form, then click Save Changes.

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Permanent Address Change

Make the changes to your address information in the form below.

Extension: 867888888
First Name:
Last Name: OCS - CORPORATE SERVICES
Street Number: 301
Street Name: LAMBERT ST
Suite/Apt:
City: WHITEHORSE
Province: YT
Postal Code: Y1A 1Z5
Other Info:

Save Changes
Go Back

Temporary change of address

1. Click the button. Use this tool to schedule a temporary Change of address. You may schedule up to three (3) changes in advance.

Schedule Temporary Address Change

2. Set the period that you'll be at the temporary location, and enter the address information for the temporary location, then click Schedule Change to save the information.

- Temporary address change should appear on the Scheduled Changes section.

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Temporary Address Change

Complete the following form to schedule a temporary change of address.

1. Select the time frame that you'll be at the temporary location:

Starting:

(ADT) Atlantic Daylight Time (UTC -3 hours) ▼

Ending:

(ADT) Atlantic Daylight Time (UTC -3 hours) ▼

2. Enter the address information for the temporary location:

Street Number:

Street Name:

Suite/Apt:

City:

Province:

Postal Code: Find postal/zip code in [Canada](#) or [U.S.A.](#)

Other Info:

- When all done, do not forget to Logout.

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Current Address Information

Please confirm that the address information below is the location of the telephone number listed.

Telephone: 867-888-888
Name: PAPEKUKAH-I SIMONDS LTD. ver 2
Address: 11 Boswell Cres
City: Whitehorse
Province: YT
Postal Code: Y1A4T2
Other Info:

Permanent Address Change

Temporary Change of Address

Use this tool to schedule a temporary change of address. You may schedule up to three changes in advance.

Scheduled Changes	
Date Range	Address
1. From 03/28/2024 2:00 pm to 04/04/2024 12:00 am	12 Main Street Kingston, ON K7K3Y3