

The Text

9-1-1 Program

T9-1-1 is a service available for people who are part of the deaf, deafened, hard of hearing or speech impaired (DHHSI) community in Canada. It allows them to communicate with the 9-1-1 call center via text message.

How do you register?

Check if Text 9-1-1 is available in your area:
<http://textwith911.ca/en/service-availability/>

Have an active wireless subscription with a wireless service provider

Check with your wireless service provider to confirm the eligibility of your cell phone to work with T-9-1-1. Also, make sure your cellphone has an active text messaging plan.



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[Information on cell phones that meet T9-1-1 requirements are available on your wireless service provider's Web site]: <http://textwith911.ca/en/wireless-service-providers/>

*Contact with the Wireless service provider is necessary to register and confirm registration.

Information on how to make a call during emergency once you are registered:

For more details: <http://textwith911.ca/en/how-to-make-a-t9-1-1-call/>

- Dial 9-1-1 on your phone.
(There is no need to speak as the 9-1-1 call taker will receive an indicator that tells them to communicate with the caller via text messaging.)
- The 9-1-1 call taker will initiate text messaging with the caller to address the emergency.
- Respond to the text by providing the 9-1-1 caller with the information requested, namely the nature of the emergency and your location. Keep it brief and concise.
- "End of 9-1-1 Call" message should appear when session has ended.