

Document 4.1: Critical Emergency Services (911) & VoIP Infrastructure Policy

Filename: REG_2025_HomePhone_911_Emergency_SOP .pdf

1.0 STATUTORY 911 SERVICE OBLIGATIONS (2025 UPDATE) Per the latest 2025 regulatory mandates from the FCC/CRTC, all facilities-based and interconnected VoIP service providers must ensure uninterrupted access to Emergency Services (911).

- **Direct Dialing:** Users must be able to dial "9-1-1" directly without any prefixes (e.g., no "9" for an outside line).
- **Mandatory Sticker Disclosure:** Every Home Phone starter kit must include high-visibility warning stickers to be applied directly to the handset. These stickers alert users that the phone may not function during power outages.

2.0 VOIP & FIBER-OPTIC LIMITATIONS (E911) Unlike traditional copper "Landlines" which are line-powered from the central office, modern VoIP and Fiber-to-the-Home (FTTH) services rely on local home electricity.

- **Power Dependency:** In the event of a commercial power failure, the home phone service will be **completely disabled**, including the ability to reach 911, unless a Battery Backup Unit (BBU) is installed and functional.
- **Dispatchable Location (RAY BAUM'S Act Compliance):** The system must transmit a "dispatchable location" to the Public Safety Answering Point (PSAP). For residential customers, this is the **Registered Service Address**. If the customer moves their VoIP adapter to a different physical location without updating their address in the portal, 911 responders will be dispatched to the *old* address.

3.0 BATTERY BACKUP UNIT (BBU) POLICY

- **Standard Offering:** All new Home Phone installations on Fiber must be offered a minimum **8-hour standby** battery backup option at the point of sale.
- **The 24-Hour Requirement:** For customers with medical dependencies or high-risk profiles, a 24-hour backup solution must be available for purchase.
- **Customer Responsibility:** Except where a "Premium Maintenance" plan is active, the customer is solely responsible for monitoring the BBU status light. A **Red or Flashing Amber light** indicates the battery is depleted and requires replacement.

4.0 EMERGENCY CALL HANDLING PROCEDURES Agents must advise customers of the following "Stay on the Line" protocols:

1. **Verbal Verification:** Because VoIP location data can occasionally be delayed, the caller must be prepared to verbally confirm their location to the operator immediately.

2. **Disconnected Calls:** If a 911 call is dropped, the operator will attempt one (1) callback to the registered number. The customer must keep the line clear to receive this return call.
3. **No Hand-up Policy:** Customers should never hang up on an emergency operator until explicitly instructed to do so.

5.0 INSTALLATION & INSIDE WIRING

- **Demarcation Point:** The provider is responsible for the signal up to the "Protector" or "Optical Network Terminal" (ONT).
- **Inside Wiring (IW):** Maintenance of telephone jacks inside the home is the customer's responsibility. If a technician is required to repair a jack inside the home, a **Standard Service Call Fee (\$75.00)** applies unless the fault is traced back to the provider's external equipment.