

How it works:

Automated Callback System

Every day, hundreds of accidental 9-1-1 calls are made. Next Generation 9-1-1 technology will be able to detect even more of these calls, even those that hang up quickly before reaching a call taker.

E-Comm's new automated system will ensure every abandoned call to 9-1-1 receives a call back, giving callers the option to confirm the call was accidental or connect with a call taker if help is needed.

1

ACCIDENTAL DIAL

You dial 9-1-1 by mistake.



2

CALL DISCONNECTS

The call ends before reaching a call taker.



3

AUTOMATED CALLBACK

You receive a call from E-Comm (604 area code).



4

CHOOSE AN OPTION

Listen to the message and choose:

1

PRESS 1

Emergency

Connect to a call taker

3

PRESS 3

Accidental Call

No further action needed

5

NO ANSWER?

If there's no response, a second callback attempt is made.

