

Next Generation 9-1-1

A new era of emergency communications

What is Next Generation 9-1-1?

Next Generation 9-1-1 (NG9-1-1) is a new digital network that will replace the current aging analog system for 9-1-1 calls. The new technology is designed to support safer, faster, and more informed emergency response.



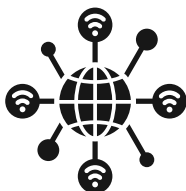
Why is this change needed?

Canada's current 9-1-1 network was built decades ago and relies on aging technology that needs to be replaced. The CRTC has mandated the transition to Next Generation 9-1-1 to modernize the network and better support the future of emergency communications.



What changes can I expect?

The 9-1-1 network is being upgraded to a faster, digital system, but you'll continue to call 9-1-1 the same way you do today. A new automatic call-back system will also help reconnect with callers who quickly disconnect from 9-1-1.



What could change in the future?

Next Generation 9-1-1 will allow for future capabilities such as a real-time texting to 9-1-1, sharing of live-stream video, as well as enhanced location details to ensure help gets to where it's needed as quickly as possible.

