



Message Relay/IP Relay & 711 Service Instructions User Guide

Do you have questions about your IP Relay account? Get in touch here:

By email to iprelay@kwic.com

Using our contact form: <https://www.kwic.com/corporate/contact-us.php>

In person at 22 Peel Street, Simcoe, ON N3Y 1R9

By telephone at 1-888-594-2266 or 519-428-4650

To place a Text to Voice call

Log in to your IP Relay Account at <http://iprelay.northern911.com> using your IP Relay username and password. If you do not know your username and password, please contact us.

Once you are logged in, click “Chat”, located in the lower right corner.

Click on “IPRelay user”

Type your message in the window that pops up and an agent will confirm the number you wish to call.

To Receive a Voice to Text call

Anyone wishing to call you will need to know your IP Relay username in advance. The person must call 1-877-340-1840 to place a voice to text call.

You must be logged in to your IP Relay account in order to receive a Voice to Text call.

To place a 9-1-1 call using IP Relay

When you are logged in to your IP Relay account, you will see three buttons at the bottom of the screen: 911-Police, 911-Fire, and 911-Ambulance. Select the appropriate option, and the IP Relay operator will contact 911, confirm your address and relay between you and the emergency dispatch network until the appropriate emergency service has been dispatched to your location.

Please note: it is important to ensure that we have correct address information. If you move or are staying at a different location than the address you originally provided us, it is your responsibility to let us know so that we can make the corresponding 9-1-1 information change.

IP Relay Service Limitations

Availability

IP Relay availability is subject to network availability, which may be affected by Internet connection status, electrical or power outages, or other service interruptions.

9-1-1 Limitations

Access to 9-1-1 using IP Relay has certain limitations compared to Enhanced 9-1-1 service which is available from most “traditional” telephone services.

The 9-1-1 operator may not be aware of your location, and you may be asked to provide accurate address for your current location.

9-1-1 calls made using IP Relay may take longer to be connected to the correct emergency response centre than calls made using “traditional” telephone 9-1-1 service.

Please ensure to keep your address information current as the 9-1-1 operator may assume that you are at the address used during your account registration in the event that you are unable to speak or type during a 9-1-1 call.

Do not disconnect your 9-1-1 call until instructed to do so by the emergency operator. If the call is disconnected, immediately call again.

Please make sure that you and anyone who may use IP Relay are familiar with the nature and limitations of 9-1-1 calls placed using IP Relay. Please contact your service provider with any questions about using 9-1-1 service on IP Relay.