

How to Register for T911

Please note: If there are multiple mobile phones under one billing account, each mobile phone must be registered separately.

TELUS

Go to website to check if your mobile phone supports T911: [http://
mobility.telus.com/en/BC/E911/text-911.shtml](http://mobility.telus.com/en/BC/E911/text-911.shtml)

To register, send "T911" to 428911 from your mobile phone. Please note: you will be required to agree to the terms of service.

Please allow 5 days for registration to become effective.

ROGERS

Go to the website to register. Enter your phone number and preferred method of communication (English or French). You will get a text with a PIN NUMBER that needs to be entered to complete the registration.

<https://www.rogers.com/web/T911.portal?setLanguage=en>

T9-1-1 registrations will take 48-hours to be fully activated.

FIDO

Go to the website to register. Enter your phone number and preferred method of communication (English or French). You will get a text with a PIN NUMBER that needs to be entered to complete the registration.

<https://www.fido.ca/web/content/accessibility/t911>

T9-1-1 registrations will take 48-hours to be fully activated.

BELL

Go to the website to check if your mobile phone is compatible. You can also register for the service by clicking the link at the bottom of the page.

To register, you will need to log into your My Bell page and complete the registration

An email will be sent to the email address saved in your My Bell profile to confirm that your T9-1-1 registration application has been received. Save a copy of this email for your records. A confirmation text message will be sent to the mobile phone number being registered. If you do not receive a confirmation, contact customer service.

http://www.bell.ca/Accessibility_services/T911

VIRGIN MOBILE

Go to the website and click the link at the bottom to register. You will need to log on to your Virgin Mobile My Account to complete the registration.

<http://www.virginmobile.ca/en/support/t911.html>

PC MOBILE

For monthly customer, register for the T911 service by visiting The Mobile Shop near you or by calling in to the Customer Care (*611 from your mobile phone or 1-855-660-3355) to add the 'Text with 9-1-1' service to your monthly account. You can also have a family, friend, or authorized person on the account call on your behalf to set up.

You will need the following information:

- Account number
- Account holder's name & 4-digit PIN
- T9-1-1 user name
- Email

- Mobile Phone number
- Mobile device make and model
- Preferred Language: English or French

Please note: you will need to agree to the terms of service to use this service.

Allow 5 business days for the registration to become effective.

For prepaid customers, go to the website to fill out the form.

http://www.pcmobile.ca/prepaid_t911_registration.jsp

For more information on which phones are supported for T911 go to the website and click the header “*What is Text with 911*”

http://www.pcmobile.ca/support_topic.jsp?topic=600006i

KOODO MOBILE

Register by sending ‘t911’ in SMS to ‘428911’ from your smartphone. Follow the on-screen instructions.

If you are a prepaid customer, call customer service at 1-866-99-KOODO (1-866-995-6636). You must agree to the terms of service to use the service. You can also have a family, friend, or authorized person on the account call on your behalf to set up.

You will need the following information:

- Account number
- Account holder’s name & 4-digit PIN
- T9-1-1 user name
- Email
- Mobile Phone number
- Mobile device make and model
- Preferred Language: English or French

List of phones compatible with the T911 service:

<http://help.koodomobile.com/plans-add-ons-data-and-other-services/e911/T911-Phone-Compatibility>

MOBILICITY

Does not support the T-9-1-1 service.

CHATR WIRELESS

Go to the website to register. Enter your phone number and preferred method of communication (English or French). You will get a text with a PIN NUMBER that needs to be entered to complete the registration.

http://www.chatrwireless.com/web/content/faq/t911_emergency_service_registration

All chatr wireless devices launched since 2013 and the following wireless devices have been tested and found to support T-9-1-1. Compatible handsets launched prior to 2013 – LG L3, LG A133CH, LG P505CH.

T9-1-1 registrations will take 48-hours to be fully activated.

WIND MOBILE

Go to the website and download the form to fill out and return to Wind Mobile. Mobile phone that are compatible with the T-9-1-1 service are also listed on the website.

<http://www.windmobile.ca/accessibility-and-terms/accessibility>

ADDITIONAL INFORMATION:

<http://deafcanada.ca/t-911-links%E2%80%8F/>

<http://textwith911.ca/wireless-service-providers/>

About Service Availability - <http://textwith911.ca/service-availability/>