

Services available with your Distributel Home Phone

2-1-1

2-1-1 is a free service that provides callers with information about a range of government, health and social services within their community. 2-1-1 is available 24/7 in most communities in Ontario and Quebec and is intended for non-emergency inquiries.

3-1-1

3-1-1 is a free service that provides callers with information about services in their municipality. 3-1-1 is available in some communities in Ontario and Quebec and is intended for non-emergency inquiries.

4-1-1

4-1-1 is a directory assistance service for which charges apply. By dialling 4-1-1, callers can obtain telephone numbers and address information for listings within Canada and the United States. 4-1-1 is available 24/7 both in English and in French.

Rates:

- Charge of **\$1.00*** per request, up to three requests per call
 - Charge of **\$0.50**** for call completion
 - Distributel long distance charges may apply
-

5-1-1

5-1-1 is a free service that allows callers to find out about road conditions, report transportation incidents, make comments or complaints, and obtain other general information pertaining to transportation. 5-1-1 is available in Ontario and Quebec and is intended for non-emergency inquiries.

7-1-1

7-1-1, or Message Relay Service, is a service available throughout North America that allows the hearing and speech impaired to communicate by phone with the assistance of a specially trained operator acting as an intermediary between the parties. Message Relay operators are available 24/7.

Rates:

- Local calls: **\$0.99** per minute
 - Long distance calls: **\$0.99** per minute plus applicable long distance charges
-

8-1-1

8-1-1 is a free service that provides callers in the province of Quebec (with the exception of Terres-Cries-de-la-Baie-James and Nunavik) with answers to common health questions (Info-Santé) and information about community health services. 8-1-1 is available 24/7 both in English and in French.

9-1-1

9-1-1 is an emergency service. When you dial 911, your call is routed from the Distributel network to our emergency services operator. The operator will first confirm that you are located at the address you registered with Distributel. If you are at that address, our operator will transfer your call to the appropriate emergency agency. If you have moved your service equipment to another location and are calling from that location, you will need to provide our operator with a current address or location. Our operator will then determine the appropriate emergency agency and transfer your call accordingly.

Learn more about the 9-1-1 service provided by Distributel by reviewing our [Terms & Conditions](#).

*57

*57 (or Call Trace) is a service that provides the recipient of an abusive call the ability to request an auto-trace of the last call received, the details of which can be provided to local law enforcement with the proper legal authorization of the call recipient. *57 should only be used in serious situations and is available 24/7 across Ontario and Quebec where technology permits. A \$5 charge applies for use of *57.