



Northern Rockies Regional Municipality

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Information for Private Branch Exchange (PBX) Phone System Users

The Northern Rockies Regional Municipality will implement 9-1-1 call service in January 2021. In preparation for this service, we are contacting businesses and organizations to ensure their landline phones forward 9-1-1 calls to the local Public Safety Access Point (PSAP) provider.

What is a Private Branch Exchange (PBX)?

A PBX or private branch exchange is a telephone network or switching service that's used by private organizations. The PBX switches calls between company users on local lines while allowing them to share external phone lines. A PBX also allows you to have more phones than physical phone lines.

Do you use a Private Branch Exchange (PBX)?

If your business or organization uses a Private Branch Exchange (PBX), you'll need to ensure it is programmed to call the **local** PSAP provider. Otherwise, 9-1-1 calls may be forwarded to a PSAP provider located in the area where the telephone line originates.

DO NOT CALL 9-1-1 to determine where the call is directed.

Contact your telecommunications service provider if you are unsure whether 9-1-1 calls from your landline phone(s) will be forwarded correctly to the local PSAP provider.

Looking for a little more information?

Call or email us at the contact information below, and we'll do our best to answer your questions.

Sincerely,

NORTHERN ROCKIES REGIONAL MUNICIPALITY

9-1-1 Implementation Team

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