



## Emergency Numbers on Toll-Free

**NOTE:** As per regulation that providers of interconnected VoIP telephone services using the Public Switched Telephone Network (PSTN) meet Enhanced 911 (E911 or 112/) obligations. E911 or 112 systems automatically provide to emergency service personnel e911 or 112 caller's call back number and, in most cases, location information.

**e911/112** is a service Avaya provides to our customers as a way to connect to emergency services. The emergency service provided is within compliance regulations. As such e911/112 collects and assesses the location based on preconditioned DID caller IDs within which they store the customer's information provided to Avaya by the customer.

A **toll-free** number is considered an inbound only DID (*meaning it is only to accept calls and not generate outbound calls*). Due to this classification, the e911/112 service is not offered.

### Note:

To learn more about Avaya Cloud Emergency Services click [HERE](#).