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1. The 911 Portal

Videotron's VoIP 911 portal is used to transmit any information related to the location of a VoIP (Voice Over IP) device to emergency services.

Because your IP telephony service is linked to a nomad mobile device, it is of utmost importance to inform 911 emergency services of the address at which the person using each telephone number can be located in the event of an emergency.

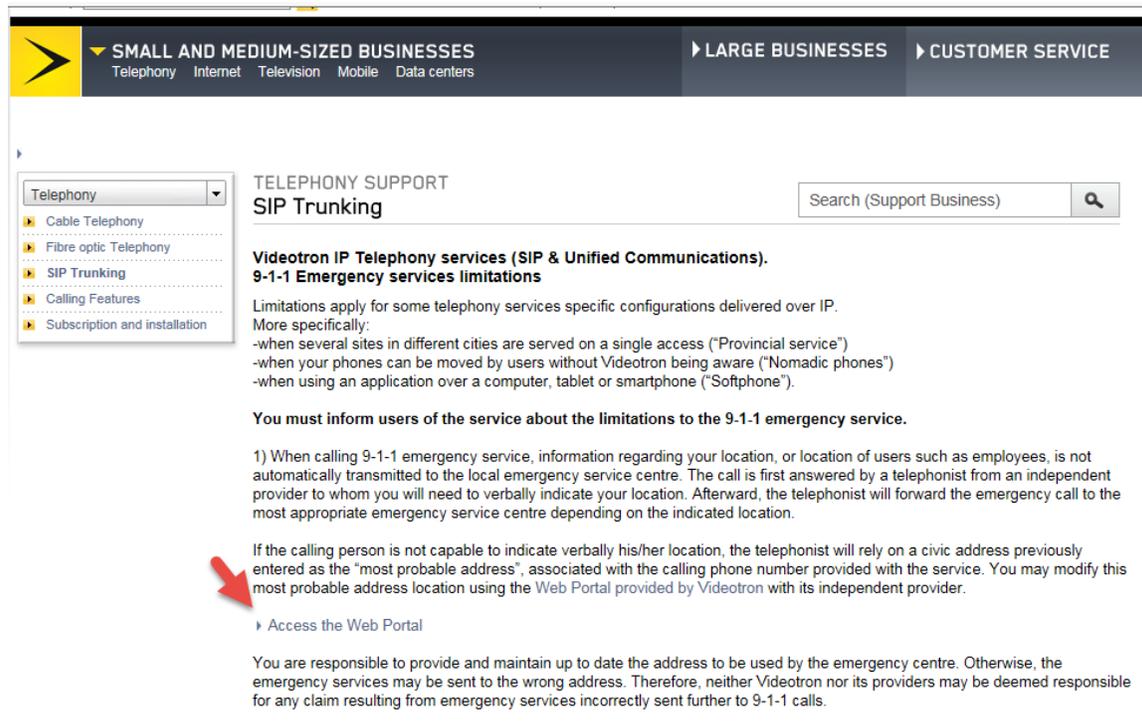
To do this you can:

1. Visit the following website: 911portalvideotron.cauca.ca

or

2. Go to the **Support** section of the Videotron Business Solutions website, and click on the **Fibre optic Telephony** tab:

<http://support.videotron.com/business/telephony/sip-trunking>



The screenshot shows the Videotron Business Solutions support website. The navigation bar includes 'SMALL AND MEDIUM-SIZED BUSINESSES', 'LARGE BUSINESSES', and 'CUSTOMER SERVICE'. The left sidebar shows a 'Telephony' dropdown menu with options: Cable Telephony, Fibre optic Telephony, SIP Trunking (highlighted), Calling Features, and Subscription and installation. The main content area is titled 'TELEPHONY SUPPORT' and 'SIP Trunking'. It contains a search box and a section titled 'Videotron IP Telephony services (SIP & Unified Communications). 9-1-1 Emergency services limitations'. The text explains that limitations apply to some telephony services and lists specific cases: several sites in different cities, nomadic phones, and softphones. It states that users must inform emergency services of their location. A red arrow points to the link 'Access the Web Portal'.

If this is the primary telephone number of your business and you are changing your address, please contact Videotron's Customer Service to change your service address as soon as possible.

1.1 911 Emergency Services Limits

During a 911 emergency call, information about your location or those of any other users of this service, including your employees, is not automatically forwarded to the nearest service centre. The operator of an independent provider will first answer the emergency call, and you must indicate your location over the phone, to this person. Then, the operator will route the emergency call to the appropriate emergency response centre, according to the location indicated.

In the event that a person calling 911 is unable to identify his/her location, the operator of the independent provider will rely on an address previously submitted as the “most likely address” associated with the incoming telephone number. You may change this address and location at any time through the independent vendor using the web portal provided by Videotron to update the “most likely address” and location associated with the telephone number(s) provided with the service.

You are responsible for providing and maintaining accurate addresses and locations that can be used by emergency services. If you fail to provide accurate information, emergency services may be dispatched to the wrong address. As a result, Videotron and its providers will not be liable for any claims or actions resulting from the incorrect dispatch of emergency services following 911 calls.

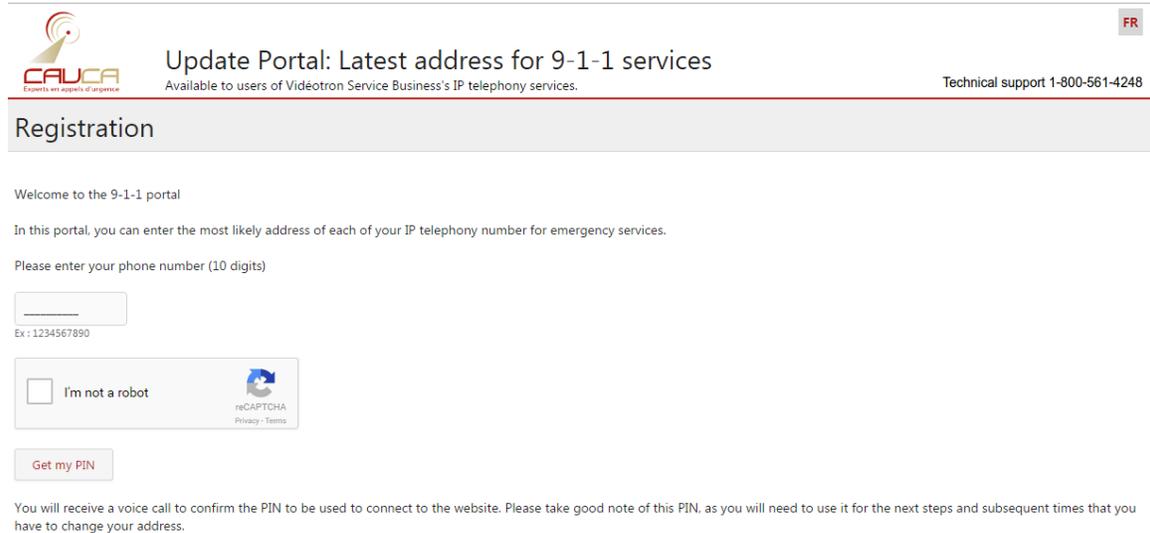
If you are outside of Canada, the operator of the independent provider will not be able to forward the call to emergency services. You should instead use a landline, or cellphone, and dial the appropriate emergency number for that specific country.

The “most likely address” is based on the incoming telephone number. If all extensions share the same telephone number, they also share the same “most likely address”. If employees travel for work, we recommend that you provide them with an external telephone number (“DID - Direct Inward Dialling”).

These services rely on the availability of your internal network and the availability of electricity (or possibly the Internet or a hybrid fibre coaxial network) depending on your services. In the event of a power failure or network failure, users may not be able to place emergency calls.

2. Using the 911 Portal

The following **Registration** page will be displayed.



The screenshot shows the registration page for the 911 Portal. At the top left is the CAUCA logo with the tagline 'Experts en appels d'urgence'. The main heading is 'Update Portal: Latest address for 9-1-1 services', with a sub-heading 'Available to users of Vidéotron Service Business's IP telephony services.' In the top right corner, there is a language selection icon for French (FR) and technical support information: 'Technical support 1-800-561-4248'. The page title is 'Registration'. The content includes a welcome message, instructions on how to use the portal, a form to enter a 10-digit phone number (with an example '1234567890'), a reCAPTCHA 'I'm not a robot' checkbox, and a 'Get my PIN' button. A final note states that a voice call will be used to confirm the PIN.

2.1 Language Selection

You can select the language by clicking on the icon shown in the top right corner.

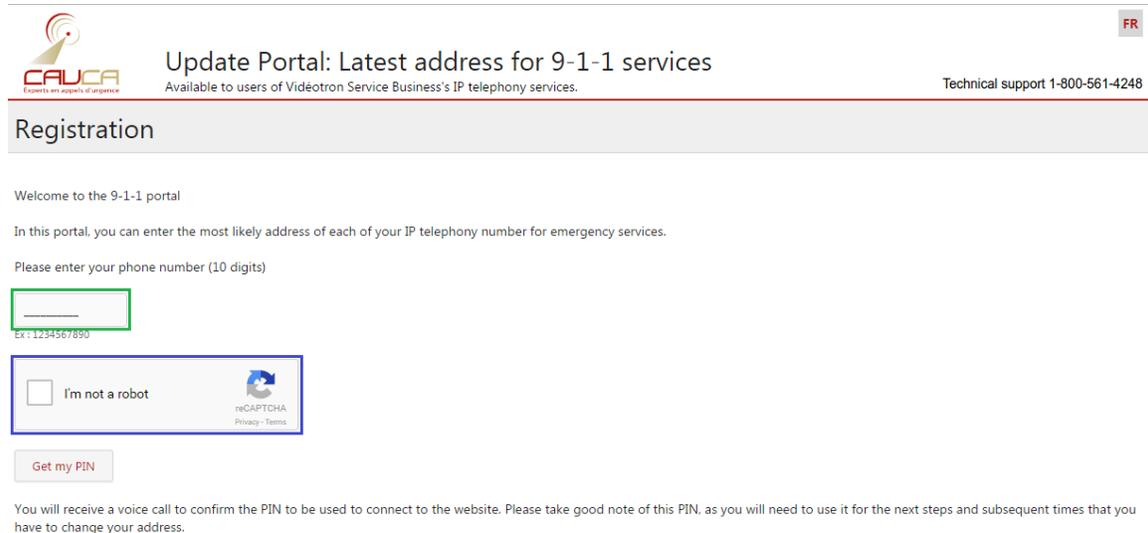


This screenshot is identical to the one above, but with a red arrow pointing to the 'FR' language selection icon in the top right corner.

3. Personal Identification Number

3.1 In order to change the address linked with your telephone number, you must first identify yourself to the system. You can get your Personal Identification Number (PIN) by clicking on the following link: 911portalvideotron.cauca.ca.

You will then see this page:



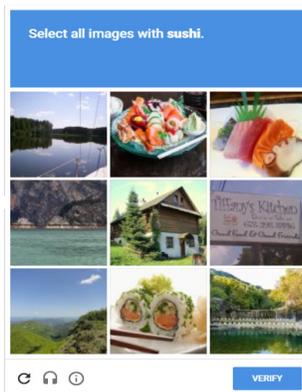
The screenshot shows the registration page for the 911 Portal. At the top left is the CAUCA logo with the tagline "Empowering emergency response". The main heading is "Update Portal: Latest address for 9-1-1 services", with a subtext "Available to users of Vidéotron Service Business's IP telephony services." and a "FR" language selector. A technical support number "1-800-561-4248" is on the right. The page title is "Registration". Below the heading, there is a welcome message and instructions: "Welcome to the 9-1-1 portal" and "In this portal, you can enter the most likely address of each of your IP telephony number for emergency services." A prompt asks the user to "Please enter your phone number (10 digits)". There is a text input field with a green border, containing "Ext: 1234567890". Below the input field is a reCAPTCHA "I'm not a robot" checkbox and a reCAPTCHA logo with "Privacy - Terms" links. A "Get my PIN" button is located below the reCAPTCHA. At the bottom, a note states: "You will receive a voice call to confirm the PIN to be used to connect to the website. Please take good note of this PIN, as you will need to use it for the next steps and subsequent times that you have to change your address."

There, you will be able to get your Personal Identification Number (PIN).

To do this,

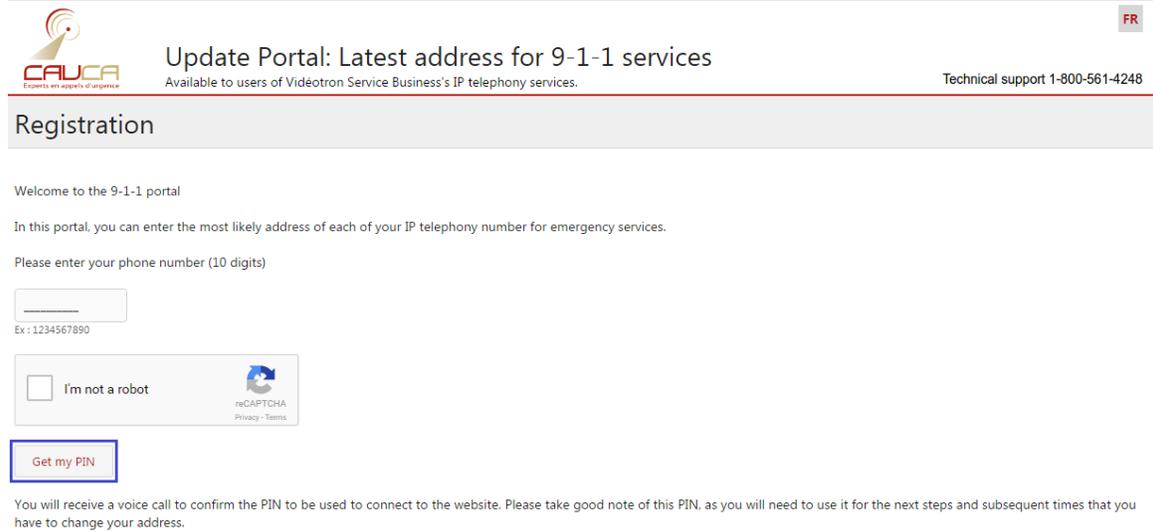
- enter your VoIP phone number in the “phone number” box.
- check the “I am not a robot” box.

In order to obtain your PIN, you must select this box and complete the steps that will be displayed with the actions requested. In the example below, we ask the user to select all images containing sushi, so it's necessary to click on each image that corresponds to the request before clicking on **Verify**.



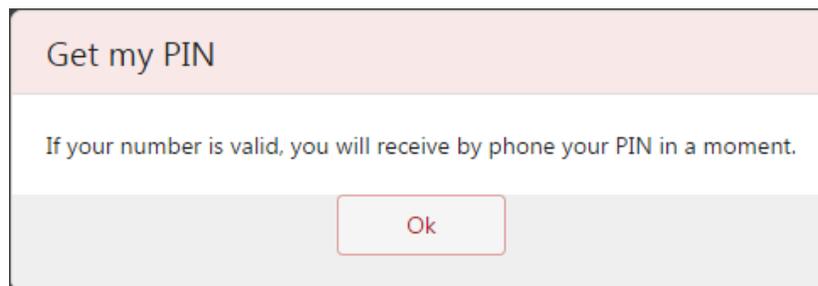
Once all the images of sushi have been selected, click on **Verify** to move on to the next step.

Then, click on **Get my PIN**.



The screenshot shows the registration page of the 9-1-1 portal. At the top left is the CAUCA logo with the tagline 'Experts en appels d'urgence'. To the right, it says 'Update Portal: Latest address for 9-1-1 services' and 'Available to users of Vidéotron Service Business's IP telephony services.' A 'FR' language selector is in the top right. Below the header is a 'Registration' section. The main content area says 'Welcome to the 9-1-1 portal' and 'In this portal, you can enter the most likely address of each of your IP telephony number for emergency services.' It prompts the user to 'Please enter your phone number (10 digits)' with a text input field and an example 'Ex: 1234567890'. Below the input field is a reCAPTCHA 'I'm not a robot' checkbox and a 'Get my PIN' button. A note at the bottom states: 'You will receive a voice call to confirm the PIN to be used to connect to the website. Please take good note of this PIN, as you will need to use it for the next steps and subsequent times that you have to change your address.'

The following message will be displayed:



You will receive a call on your VoIP device to provide you with your Personal Identification Number (PIN).

Be sure to remember this PIN, as it will be useful if you need to make changes or updates to the address information associated with your VoIP device.

Click on **OK** and you will be directed to a new web page where you can identify yourself in order to access your “VoIP information”.

Type your PIN and click **Enter**



Update Portal: Latest address for 9-1-1 services
Available to users of Vidéotron Service Business's IP telephony services.

Enter your PIN

8888888888

PIN

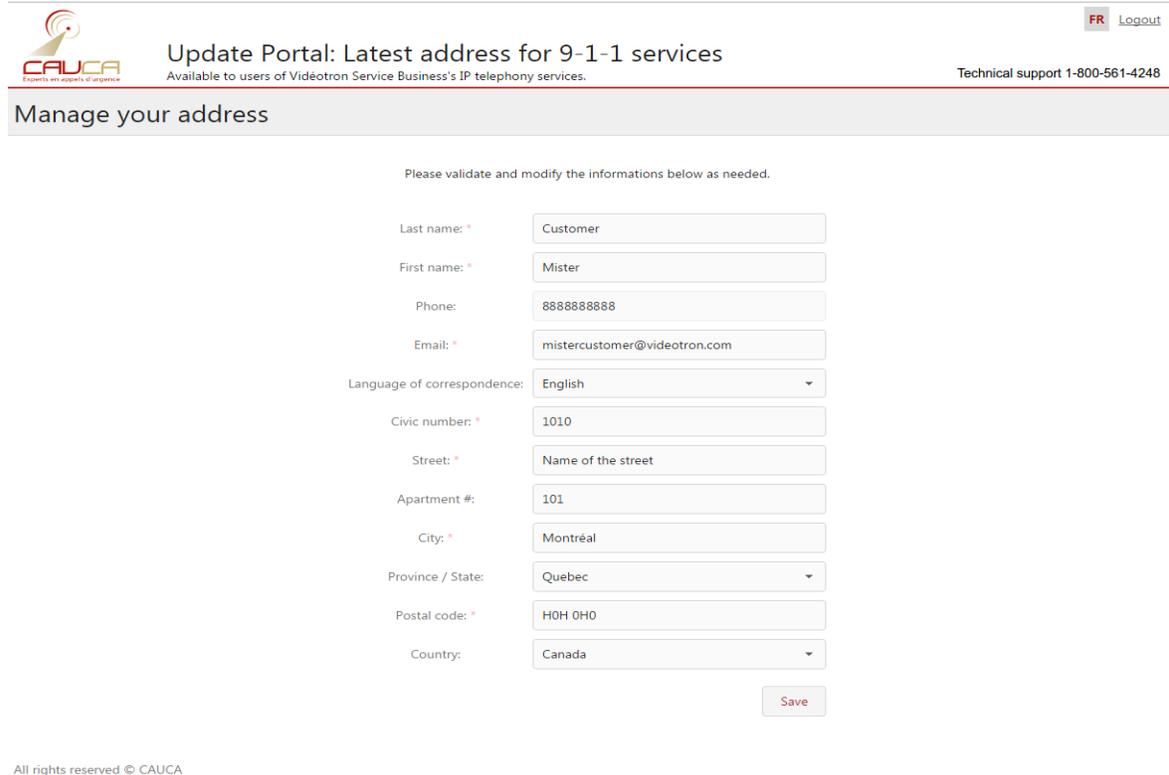
Enter

[Get my PIN](#)

4. Changing Your Address

You will then be redirected to a web page where you will see all of the location information currently registered in the database related to your VoIP device.

The information displayed is:



Please validate and modify the information below as needed.

Last name *: displays the last name of the person related to this phone number.

First name *: displays the first name of the person related to this phone number.

Phone: displays the telephone number linked to the VoIP device.

Email *: displays the email address linked to the “owner” of the VoIP device (usually the email address used to correspond with you).

Language of correspondence: tells us in which language you would like us to communicate with you (you can choose between English and French).

Civic number *: displays the civic number of the address where the VoIP device is located.

Street *: displays the name of the street where the VoIP device is located.

Apartment: if applicable, indicates the apartment number where the VoIP device is located.

City *: indicates the city where the VoIP device is located.

Province/State: displays the province (or state) where the VoIP device is located. You can select from the options available.

Postal code *: displays the postal code of the region where the VoIP device is located.

Country: you can select either Canada or the United States.

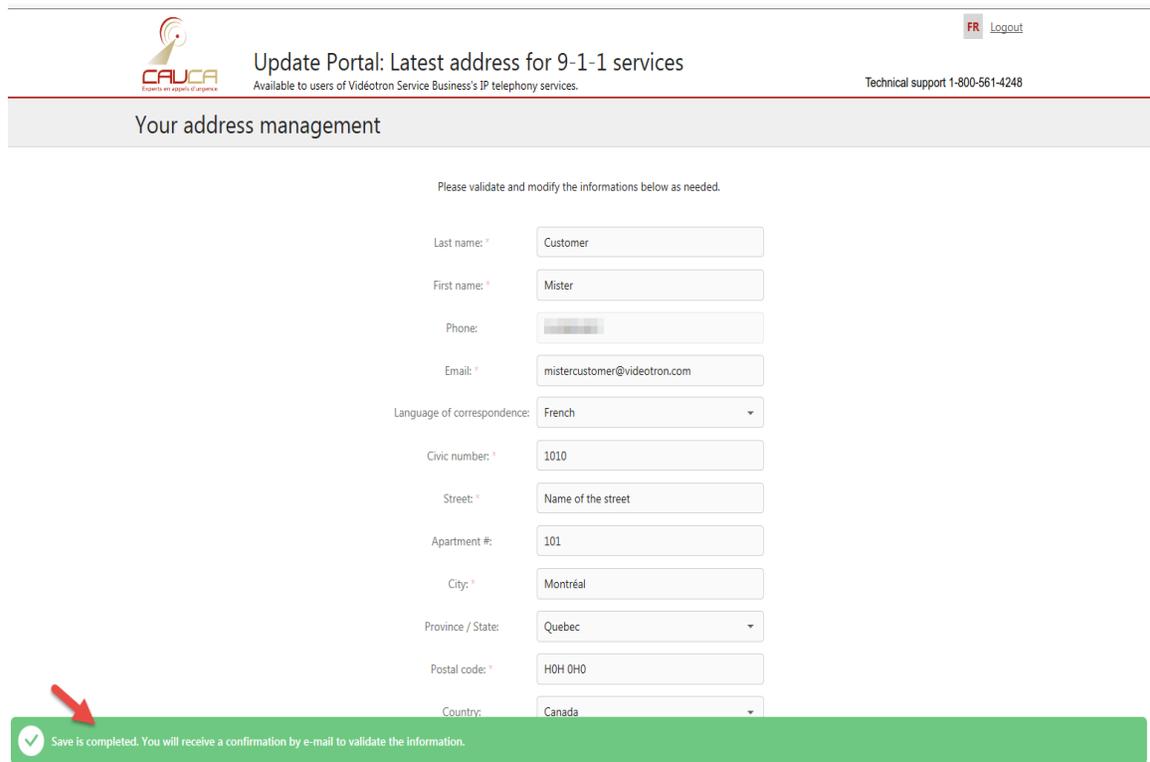
Please note that all fields marked with an asterisk (*) are mandatory fields; these fields must be completed in order to save the information entered on the web page.

Please also note that all the fields mentioned above, except the “phone number” field, can be changed, so you can “update” them as necessary.

Once all information is verified, validated, and/or updated, you can click on the **Save** button to update the information in the 911 database.



After clicking on the **Save** button, the page will be refreshed and a **green** banner will confirm that your information was saved successfully.



The screenshot shows the 'Update Portal' interface for managing address information. At the top left is the CAUCA logo. The main heading is 'Update Portal: Latest address for 9-1-1 services', with a sub-note 'Available to users of Vidéotron Service Business's IP telephony services.' On the top right, there is a 'Logout' link. Below the heading is a grey bar with the text 'Your address management'. The main content area contains a form with the instruction 'Please validate and modify the informations below as needed.' The form fields are: Last name (*), First name (*), Phone, Email (*), Language of correspondence (French), Civic number (*), Street (*), Apartment #, City (*), Province / State (Quebec), Postal code (*), and Country (Canada). At the bottom of the form, a green banner with a checkmark icon and the text 'Save is completed. You will receive a confirmation by e-mail to validate the information.' is displayed. A red arrow points to this banner.

5. Confirmation Email

After clicking on **Save**, you will receive an email in the language you selected in the portal (at the address indicated in the “Email ” field) confirming that the entered/edited information was saved successfully.

Please ensure that the information is entered correctly. Make any further changes as required.

Your address at the 9-1-1 Vidéotron - CAUCA portal was changed

From:  portal911videotron
To:

Your address at the 9-1-1 Vidéotron - CAUCA portal was changed.

BEFORE		NOW
Portail	Last name	Customer
Vidéotron	First name	Mister
8888888888	Phone	8888888888
a	Email	a
English	Language of correspondence	English
11111	Civic number	1010
Du Portail	Street	Name of the street
4246	Apartment #	101
Québec	City	Montréal
QC	Province code	QC
H0H0H0	Postal code	H0H0H0
CA	Country code	CA

If the information is incorrect, return to the portal and modify the inaccurate field(s). Click again to save. An email with the new information will be sent to you.

If all the displayed information meets your expectations and is accurate, you can close your session on the web page.

If the information is incorrect, return to the portal and modify the inaccurate field(s).

Click again to save.

An email with the new information will be sent to you.

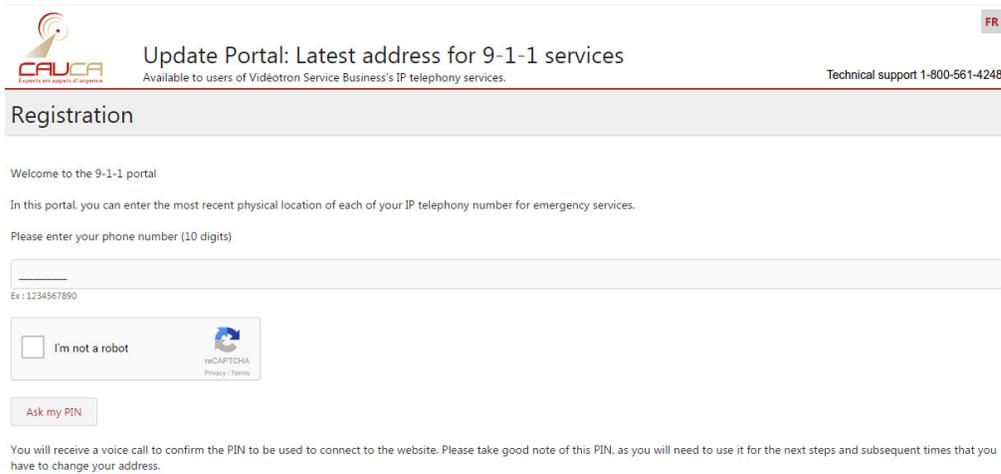
If all the displayed information meets your expectations and is accurate, you can close your session on the web page.

6. Logging Out

To logout, click on the **Logout** button in the top right corner of the web page.



You will be redirected to the website's registration page.



7. Support

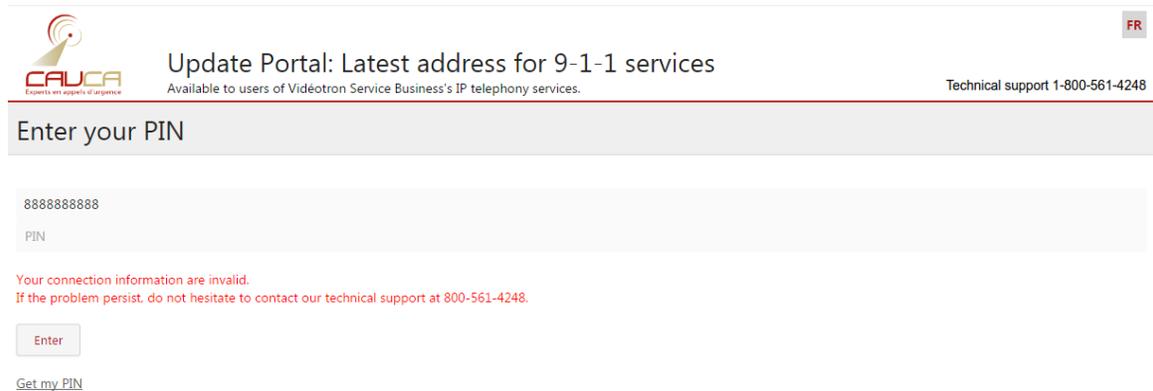
1. The phone number you provided is not recognized in the database.

If the information related to your main phone number needs to be changed, please contact your Videotron sales or customer service representative.

If your phone number is not entered in the 911 database, you will not receive a call. Please check the number. If the problem persists, please contact technical support at 1-800-561-4248.

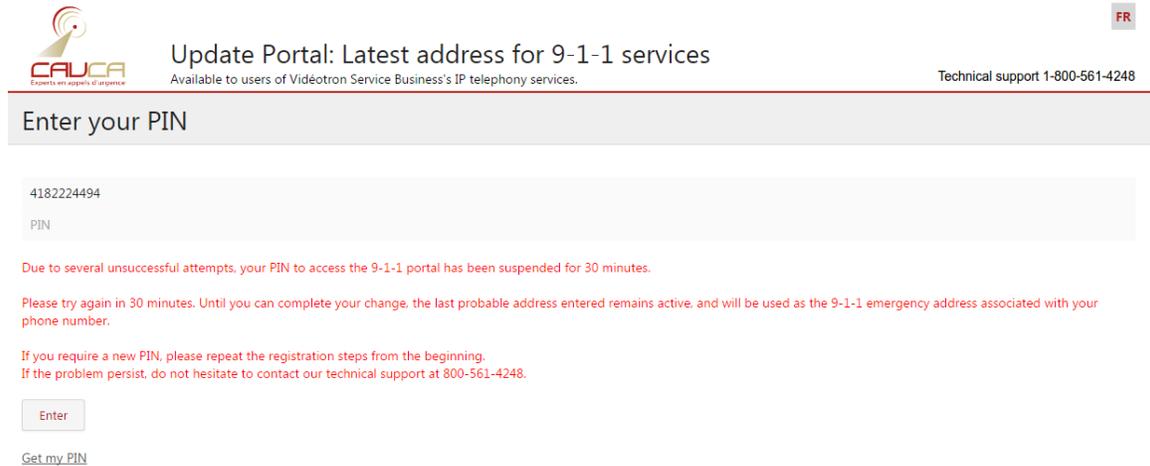
2. The PIN is not recognized.

If your PIN is not entered in our database, please check the PIN or request a new one. If the problem persists, please contact technical support at 1-800-561-4248.



The screenshot shows the 911 Portal interface. At the top left is the CAUCA logo with the tagline 'Experts en appels d'urgence'. To the right, it says 'Update Portal: Latest address for 9-1-1 services' and 'Available to users of Vidéotron Service Business's IP telephony services.' In the top right corner, there is a 'FR' language indicator and 'Technical support 1-800-561-4248'. The main heading is 'Enter your PIN'. Below this is a text input field containing '8888888888' with 'PIN' written below it. A red error message states: 'Your connection information are invalid. If the problem persist, do not hesitate to contact our technical support at 800-561-4248.' Below the error message is an 'Enter' button and a link that says 'Get my PIN'.

Please note, if an incorrect PIN is entered five (5) consecutive times, your access to the website will be blocked for thirty (30) minutes.



The screenshot shows the 'Update Portal: Latest address for 9-1-1 services' page. It features the CAUCCA logo, a language selector set to 'FR', and technical support information. The main heading is 'Enter your PIN'. A text input field contains the PIN '4182224494'. Below the input field, there are three red error messages: 'Due to several unsuccessful attempts, your PIN to access the 9-1-1 portal has been suspended for 30 minutes.', 'Please try again in 30 minutes. Until you can complete your change, the last probable address entered remains active, and will be used as the 9-1-1 emergency address associated with your phone number.', and 'If you require a new PIN, please repeat the registration steps from the beginning. If the problem persists, do not hesitate to contact our technical support at 800-561-4248.' There is an 'Enter' button and a 'Get my PIN' link.

3. I didn't receive a call with my PIN.

Please ensure that your line is not busy in order to receive your PIN. Please also ensure that there is no automated greeting or other answering system associated with the phone number. If you do not receive your call, please contact our technical support at 1-800-561-4248.

If you experience any problems with the portal, please call technical support at 1-800-561-4248.