

Emergency Access

MyFone® Communications provide access to 999/112 public emergency call services to all customers within England, Wales, Scotland and Northern Ireland.

However, it is possible that the services may become unavailable as a result of things over which we have no control, for example, failures of your internet service provider (ISP) or internet connection. In such circumstances all services (including 999/112 public emergency call services) will be unavailable.

Due to these reasons, we recommend using a landline or mobile phone to call the Emergency Services whenever possible.

Our Services may not provide your phone number and location details to the operator of 999/112 public emergency call services if you make a public emergency services call. You may have to provide your location information and phone number verbally to the operator. We recommend you inform the emergency services immediately that you are using VoIP to make the call and provide your location details as soon as possible.

If the services are to be used principally at a single, fixed location, you must register with us the address of the place where the service will be used, in order to assist emergency services organisations.