

E911, Telecommunication Relay Service (TRS), Rural Call Completion Information

Breezeline voice over Internet protocol service (“Voice Service”) provides Enhanced 911 (E911) emergency calling access to police, fire and medical services.

Important 911 and E911 information

Please read below. Failure to follow the instructions may result in an interruption of service.

Our E911 emergency calling service will automatically send your phone number and service address to local authorities if you’re unable to do so. Please note that this feature relies on your local public safety system supporting it. If you are in an area where this service is not available, you’ll be asked to provide your phone number and address when you call 911.

To ensure our Voice Service works properly, it needs to be connected to a power source, like an active wall socket. Please keep in mind that the E911 feature won’t work if your Voice Service is interrupted or not functioning for any reason, such as a power outage that lasts beyond battery backup (if purchased), a Breezeline network outage, or if your service is disconnected at your request or due to non-payment.

As an extra precaution during a power outage, you can purchase a battery for backup for your Breezeline Voice Service. This way, you’ll still be able to call 911 even when the power is out. Please note that, in a power outage you should have an alternate phone option that doesn’t require a power source in your home, at all times.

The rates and ordering information for batteries are posted at <https://shop.surfboard.com/atlanticbroadband-store/>. You can also call Breezeline Customer Service 888-536-9600 for assistance.

When we set up your Voice Service, we make sure your service address matches the information you give us and verify its accuracy. If you ever relocate the Voice Service equipment to a different place, it’s crucial to update your new location. If you don’t update it, your E911 calls might reach the wrong emergency services or provide the wrong address to responders. To update your location, simply dial 611 to speak with one of our Breezeline representatives.

Information about E911 service is also included in your Residential Subscriber Agreement available anytime online at https://www.breezeline.com/assets/documents/954314_ResidentialSubscriberAgreementRev6-14-2022-1.pdf

Telecommunications Relay Service (TRS)

Telecommunications Relay Service or TRS, is a toll-free service available 24/7 to all Breezeline Voice Service customers that allows people with hearing or speech disabilities to place or receive calls over the telephone to a party that may or may not have a hearing or speech disability. This service is available with local or long distance calls and is available in all 50 states, District of Columbia, Puerto Rico, and all U.S. territories.

How does it work?

As a Breezeline voice customer, simply dial 711 on your phone, teletypewriter (TTY), telecommunications device for the deaf (TDD), or a text telephone (TT) and you will be connected to a TRS communications assistant that will help with the call by providing text-to-speech and speech-to-text communications between you and the receiving party. You may also receive a 711 call from an individual using the same process.

What about 911?

TRS should not be used to place a 911 call. If you have an emergency, you should dial 911 on your TTY or other device. All 911 Call Centers support calls with the use of TTY or similar equipment. For more information, please visit the FCC website located at https://www.fcc.gov/sites/default/files/711_for_telecommunications_relay_service.pdf.

Rural Call Completion

If you are having issues with rural call completion, please report them via e-mail to rcc_carriersupport@breezeline.com, or call us at 973-438-2580, with the description of the issue, the date of the occurrence, the initiating and terminating phone numbers of the failing call, and your contact information. We are here to assist you!

The Breezeline Team