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VoIP 911 Location for Montreal Coworking: A Checklist

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Executive Summary

A Montreal telephone number, a billing address and a virtual-office mailbox do not tell an emergency call centre where a caller is standing. For business VoIP (voice over Internet Protocol, called voix sur IP in Quebec French), the location that matters is the one held in the provider's emergency record, and it only helps if someone keeps it current. Canadian regulatory decisions separate fixed VoIP from nomadic VoIP: fixed service is tied to a customer location, while nomadic service lets the customer place calls from anywhere with an Internet connection (webarchiveweb.wayback.bac-lac.canada.ca) (www.canada.ca).

This article treats five records as separate objects: the billing address, the professional correspondence address, the actual device location, the provider's emergency-location record, and the caller-ID number tied to that record. The CRTC (Canadian Radio-television and Telecommunications Commission) consumer guidance, quoted here from a 2017 archived copy that should be checked against the live page, says nomadic VoIP delivers Basic 9-1-1 because there is no fixed address to hand to operators, and that the operator may assume a caller is at the last registered address if the caller cannot speak (webarchiveweb.wayback.bac-lac.canada.ca). The 2011 directives apply to VoIP providers offering residential or business nomadic and fixed/non-native services (CRTC Telecom Decision 2011-72, archived). Those directives apply to providers; this article does not present them as an employer obligation.

Provider documentation shows that the work falls on named administrators. RingCentral's Canadian policy says the account holder or Account Administrator must register the physical address and update it each time a device moves (www.ringcentral.com). Zoom documents user-managed personal locations alongside administrator-assigned defaults (library.zoom.com). Microsoft documents dynamic emergency routing for the United States and Canada, with an administrator-defined network topology (learn.microsoft.com). Mobile apps differ: 8x8 and RingCentral hand emergency calls to the phone's native dialer, and 8x8 says emergency calls from its mobile app over Wi-Fi will not work (www.ringcentral.com) (help.8x8.com).

Provider documentation varies in detail and date, so get dated written confirmation from any provider about how unconfigured emergency calls are handled. As of November 2026 the CRTC deadline for next-generation 9-1-1 (NG9-1-1) is 31 March 2027 (www.canada.ca), and Quebec says its voice services must be operational

by that date (www.quebec.ca). This does not remove the need for a current record today.

The practical output is an inventory: each endpoint, each work pattern, the record that applies, the administrator who changes it, the evidence of confirmation and the unknowns. No call test to an emergency line is recommended; use only a provider-authorized non-emergency procedure.

Introduction and Background

This article examines one operational question for Montreal freelancers, agency owners, remote employees and teams of two to twelve people who use business VoIP phones or softphones while moving between a home office, a coworking desk and a private office: what must be confirmed before the telephone setup is relied on during a workday, and who owns each update. It does not rank VoIP providers, and it does not report telecom industry news. Geography is Montreal, so Canadian telecom guidance applies. United States statutes such as Kari's Law and the RAY BAUM'S Act appear only to mark a boundary: one provider blog cites them as the legal context for its automatic location feature (www.ringcentral.com), and that context is not a Quebec employer rule.

The reason the topic needs its own checklist is that several addresses legitimately differ. A freelancer may pay for a virtual-office mailing address for correspondence, receive invoices at a home address and work on a given day from a desk in a shared building. Each is correct for its own purpose. Only one of them, the address the caller is actually at, is useful to a responder, and the provider's emergency record may hold none of them. A coworking operator typically offers desks, private offices, meeting rooms and virtual offices. The operator's agreement establishes the space or the mailing address. It does not configure a customer's telephone service, and it does not by itself update a provider's emergency record, so the customer or the customer's employer should confirm who does.

Source note. The CRTC consumer page and decisions cited here are quoted from copies held by Library and Archives Canada (a Government of Canada archive), captured in 2017, plus a 2005 federal news release. They are decisions and consumer guidance dated 2005 to 2011 and may not reflect current CRTC rules or next-generation 9-1-1 changes, so check the live CRTC pages before relying on any wording. Provider pages carry their own dates where they show one, and nothing here verifies how any specific account behaves.

Quebec terminology matters for provider conversations. The CRTC's French texts describe nomadic and fixed/non-native VoIP as "VoIP mobiles et fixes/non propres à une circonscription" (webarchiveweb.wayback.bac-lac.canada.ca) and call the record to be kept current the "adresse municipale la plus probable" (most likely physical address) (webarchiveweb.wayback.bac-lac.canada.ca). Quebec's language office advises against confusing téléphonie sur IP (an enterprise telephony system on an IP network) with voix sur IP (the voice-packet technique) (vitrinelinguistique.oqlf.gouv.qc.ca). The Quebec government's own page on calling 9-1-1 over the Internet lists a home phone plugged into a modem or router (www.quebec.ca) and a cellphone using Wi-Fi to place calls (www.quebec.ca) as situations that carry limits.

Definitions and Taxonomy: Five Records, One Caller

The first task is to separate what each address is for. *Table 1* below sets out an address-role glossary. The last column states what the record proves about where a caller is, which is the point most often assumed rather than checked.

Record	Purpose	Typical owner	What it proves about caller location
Billing address	Invoices and tax documents for the telephone account	Account holder or finance contact	Nothing by itself. The CRTC directives require nomadic and fixed/non-native providers to contact customers when the billing address changes, to confirm the most likely physical address (webarchiveweb.wayback.bac-lac.canada.ca)
Professional correspondence address	Mail, parcels and public business listing, for example a virtual-office or coworking mailbox	Business owner and the address provider	Nothing about a caller. A mailbox agreement establishes a postal address, and a Montreal number or mailbox is not evidence that a person is in that building
Registered or legal address	Corporate registration and contracts	Business owner	Nothing about a caller
Actual device location	Where the handset, laptop or phone physically is at the time of a call	The person using the device	The only true location, but a nomadic provider cannot detect it automatically (webarchiveweb.wayback.bac-lac.canada.ca)
Provider emergency-location record	The address the provider holds for emergency routing, called the most likely physical address in CRTC texts	Customer or the account administrator, as set by the provider	What a responder may be told if the caller cannot speak (webarchiveweb.wayback.bac-lac.canada.ca). It is only as current as its last update
Caller-ID number linked to the record	Associates an outgoing call with the emergency record	Account administrator	At VoIP.ms, address data reaches the call centre only if the outbound caller ID is set to the specific number that has emergency service (wiki.voip.ms)
Desk, private office or virtual-office agreement with a coworking operator	Right to use a space and, for a virtual office, a business address	Operator and member	A building and unit reference to put in the emergency record. The agreement itself does not configure the member's phone service

The glossary shows why a freelancer can answer "what is the address?" three ways without contradiction. It also shows why the audit is useful even when the professional mailing address never changes: the mailbox stays put while the device moves.

Fixed and nomadic VoIP

Canadian regulators sort local VoIP into fixed/native, fixed/non-native and nomadic. In the 2005 decision, nomadic means the customer does not necessarily make calls from a fixed address (webarchiveweb.wayback.bac-lac.canada.ca), and fixed means services without nomadic capability (webarchiveweb.wayback.bac-lac.canada.ca). A federal news release from that year puts it plainly: users of nomadic VoIP can make calls from any location (www.canada.ca). A later decision describes fixed/native

service as associated with a fixed customer location (webarchiveweb.wayback.bac-lac.canada.ca). The CRTC consumer page in its archived form says fixed VoIP provides Enhanced 9-1-1 equivalent to traditional wireline service (webarchiveweb.wayback.bac-lac.canada.ca), whereas nomadic VoIP provides Basic 9-1-1 because there is no fixed address to hand to operators (webarchiveweb.wayback.bac-lac.canada.ca). The French consumer page uses "service 9-1-1 de base" for the nomadic case (webarchiveweb.wayback.bac-lac.canada.ca).

Alberta's government, whose guidance is not Quebec-specific, gives a plain-language gloss: nomadic VoIP lets users move locations and connect to the Internet (www.alberta.ca), and users may be able to register and update a physical address with their provider (www.alberta.ca). Which category an account sits in is a provider and contract matter. A desk phone that never leaves one private office is a different configuration from a softphone on a laptop, even when both use the same Montreal number.

How Canadian Guidance Treats Location, Updates and Limits

What the provider must do, and what the customer must do

The CRTC directives summarized in Telecom Decision 2011-72 require nomadic and fixed/non-native VoIP providers to contact customers each time they change their billing address, to confirm the most likely physical address (webarchiveweb.wayback.bac-lac.canada.ca), and to ensure customers can update that address online (webarchiveweb.wayback.bac-lac.canada.ca). The directives apply to providers offering residential or business nomadic and fixed/non-native services. The same decision treats the accuracy of the information customers provide as the customers' own duty.

The notification duties are separate. The 2005 decision directed carriers to notify customers of limitations before service starts and during service (webarchiveweb.wayback.bac-lac.canada.ca) and to obtain express consent to those limitations (webarchiveweb.wayback.bac-lac.canada.ca). The CRTC's VoIP obligations page says the notices must be given at sign-up and installation and that this second obligation applies only to nomadic and fixed/non-native providers. A 2011 decision held that the notification and consent requirements do not apply to fixed/native VoIP. These are provider regulatory obligations and user guidance. They are provider obligations, not a Quebec small-employer rule, and this article does not infer one.

How the call centre finds the caller

For nomadic VoIP the primary way to identify a caller's location is verbal: the 2008 circular says the primary means is by verbally determining the location, and Decision 2011-72 repeats that it is through verbal verification with the caller. If the call drops, the operator must attempt to call back. The registered address is a fallback, used only when the caller cannot communicate. The archived consumer page says that if the caller cannot speak, the operator may assume the caller is at the last registered address. The practical reading is that a stale record produces a wrong fallback, and a caller who can speak should state the location first. The 2005 decision gave the underlying reason: when a subscriber relocates, the provider no longer has valid 9-1-1 routing information.

Power and Internet limits

The archived consumer page states that during a power outage or an Internet outage, VoIP services including 9-1-1 will be unavailable. A 2011 decision calls that a characteristic of fixed/native VoIP, which may be unavailable during power or broadband outages. Alberta's page says 911 may not be available in a power outage and will be unavailable during a broadband outage (www.alberta.ca), and Quebec warns that calling 9-1-1 over the Internet has limits (www.quebec.ca). Building Wi-Fi, a router without battery backup and a laptop on battery are separate points of failure, and the handoff to the continuity plan is covered in the runbook below.

Endpoint-by-Endpoint Walkthrough

A telephone number is not an endpoint. The same number can ring a desk phone, a desktop softphone and a mobile app, and each can behave differently in an emergency. Forwarding an incoming number to a mobile phone says nothing about outbound calls, because the emergency call leaves from whichever device the person dials on.

Desk phone

A desk phone fixed in a private office on a fixed account is the simplest case: one device, one address. Provider documentation still adds conditions. 8x8 limits nomadic desk-phone support to compatible 8x8 Work phones (help.8x8.com), and Zoom lists Zoom Phone on Windows and Mac plus Poly and Yealink IP phones as devices that support reporting network switch data (library.zoom.com). A desk phone carried home is a nomadic configuration; if the provider cannot detect the move, the record must be updated by hand, and Microsoft states that Teams phones do not support its work-from-home emergency experience (learn.microsoft.com).

Desktop softphone

A softphone on a laptop is the most mobile endpoint and the easiest to forget. Zoom describes nomadic service in which the system detects where the user is and reports the location (library.zoom.com), but that depends on administrators defining sites in a location hierarchy (library.zoom.com). For remote users Zoom says personal locations are entirely user-managed (library.zoom.com), that a change in public IP address triggers an email asking the user to confirm the address (library.zoom.com), and that users should review and confirm their default address, particularly remote workers (library.zoom.com). 8x8 says its desktop app requires Location Manager software installed on each user's computer (help.8x8.com). Microsoft says dynamic emergency calling is not supported on the Teams web client (learn.microsoft.com).

Mobile app

Mobile VoIP apps behave differently from desktop clients. RingCentral's Canadian policy says that on a smartphone the call is sent to the native dialer (www.ringcentral.com), and its French policy page says the RingCentral mobile app does not support emergency calls over Wi-Fi (www.ringcentral.com). 8x8 documents the same hand-off (help.8x8.com) and says emergency calls from its mobile app over Wi-Fi will not work. VoIP.ms says mobile softphones will use the native mobile dialer, and that not all softphones will provide this (wiki.voip.ms). Microsoft says Teams mobile supports automatic location detection but not the user-entered

experience (learn.microsoft.com). For carrier Wi-Fi Calling, Bell states that emergency personnel cannot track the caller's location (support.bell.ca), and Quebec's page names a cellphone placing calls over Wi-Fi as a limited case (www.quebec.ca).

Incoming-only forwarded number

If a Montreal business number is only forwarded to a cellphone, the outgoing emergency call is the cellphone's own. The cellular carrier's record governs, not the VoIP account. This case is worth writing down because the business number may be the only number a colleague knows. Call-back is also affected: at VoIP.ms the outbound caller ID must be the number with emergency service (wiki.voip.ms), so a user who dials out with a different caller ID may not be associated with the record.

Shared team number

A shared main line raises the ownership question. VoIP.ms terms say customers that resell or provide the service to others must notify users of the limitations (www100.voip.ms), and RingCentral states that the customer must notify all persons who may place calls using the service (www.ringcentral.com). For a team of two to twelve, that means one named person keeps the record, and every user knows how their own device behaves.

Table 2 below turns these cases into an inventory template, with a column for each item that has to be confirmed. The documented behaviors in the cells come from the provider pages cited above, and the "unknown" column states what no public page can settle.

Endpoint and configuration	Where it is used	Emergency record that applies	Who updates	Confirmation evidence to keep	Unknown until the provider answers
Fixed desk phone, one private office	Coworking private office	Account or line record for that unit	Account administrator	Provider email naming the building, unit and number	Whether the line is configured as fixed or nomadic
Desk phone moved between home and office	Home and coworking	Single record unless the provider supports location switching	The person or administrator, depending on provider policy	Date-stamped confirmation after each move	Whether the provider detects the move
Desktop softphone on a laptop	Home, coworking, cafe	Personal or default address; some providers match network or IP data (library.zoom.com)	User for personal locations; administrator for sites (library.zoom.com)	Screenshot or email of the confirmed address, with date	Whether location detection works on the Canadian account and operating system
Mobile VoIP app	Anywhere	Often the cellular carrier or device, via native dialer	Carrier and device settings	Written provider statement on dialer hand-off	Wi-Fi limits and native-dialer support

Endpoint and configuration	Where it is used	Emergency record that applies	Who updates	Confirmation evidence to keep	Unknown until the provider answers
Forwarded incoming number only	Wherever the receiving cellphone is	The cellular line, not the VoIP account	Cellular account holder	Note that outgoing calls use the cellphone	Which number appears for call-back
Shared team number	Several people, several places	One record, or one per user depending on provider	One named administrator	Written list of users and addresses	Whether each user needs a separate record
Coworking desk or virtual office	A building and unit, or a mailbox address only	A virtual-office address is a mailing address and is not evidence the caller is in the building	Member, with the operator confirming building and access details	Operator email stating the building address, unit and entrance	Who at the operator holds access instructions, since the operator does not configure the member's phone

The table makes the central point concrete: each row can have a different record, a different owner and a different failure mode, so a single checkbox such as "911 is set up" is not an adequate control. The coworking row is included because a reader choosing a desk or private office needs to record the building and unit in the emergency record and does not need to assume the operator configures anything on the telephone side.

Provider Documentation Compared

Provider pages differ in who may change the record, how fast a change takes effect and whether Canada is covered by automatic features. *Table 3* below summarizes documentation read in November 2026. Several statements are provider marketing or help text, not independent measurements, and each is attributed to its source.

Provider (page)	Who sets the address	Documented timing or limit	Canada-specific note
RingCentral Canada legal policy	Customer or Account Administrator	English page: address changes occur in real time for U.S. and Canadian users (up to 24 hours or longer outside those countries); French page: up to ten days with no stated scope. The two pages differ, so confirm in writing	French-language page: customers with more than one digital line are responsible for keeping an accurate registered address on each line
8x8 Nomadic 911	User, if profile policy allows (help.8x8.com)	Typically a few minutes in the US and Canada (help.8x8.com)	Feature available in US and Canada, enabled through a support case or sales representative
Zoom Phone	Administrator default (library.zoom.com); user for personal locations	Email prompt after public IP change	An unconfirmed default may route to a clearinghouse

Provider (page)	Who sets the address	Documented timing or limit	Canada-specific note
Microsoft Teams	Tenant administrator defines topology (learn.microsoft.com)	Emergency location required when a number is assigned in the US and Canada (learn.microsoft.com)	Dynamic location is supported in Canada as in the US with an exception for national screening (learn.microsoft.com)
Vonage Business (US-centred 2020 page)	Super User or Administrators (businesssupport.vonage.com)	Validation may take up to 30 days (businesssupport.vonage.com)	Page is dated 2020 and is not Canada-specific, so confirm current terms
VoIP.ms	Customer through the portal, then provider approval	No turnaround time stated on the page	Activation is per number, for Canadian or US numbers
Bell Aliant Unified Communications	Business user through an online form (business.bell.ca)	Not stated	Failed form: advise the IT administrator (business.bell.ca)

Two readings follow. First, the answer to "who owns the update" is a documented setting, not a general rule, so it belongs in the provider question script below. Second, address-update timing differs between providers, so the provider's stated lag should be confirmed in writing and planned around. The Microsoft page whose US context cites US law says explicitly that it applies to US 911 calling (learn.microsoft.com). RingCentral's blog likewise describes automatic location updating for US users at pre-defined locations (www.ringcentral.com); it is evidence of a competing solution category and does not establish availability, setup or legal requirements for a Canadian account.

Get dated written confirmation

Provider documentation differs in detail and date, so ask any provider for dated written confirmation of emergency-call routing, fees and setup steps before setup instructions are written down.

The VoIP.ms terms of service also require activation of emergency service on at least one number for customers in Canada and the US (www100.voip.ms), and require that systems let all users dial 911 (www100.voip.ms). They tell customers to consider an alternate means of accessing traditional emergency services (www100.voip.ms).

Implementation Guidance: Onboarding and Move-Day Runbook

Step 1: Build the inventory

List every user, endpoint and work pattern, then fill the *Table 2* columns for each. For each user record the building and unit, floor and entrance instructions that a responder would need, but do not publish employees' home details in shared documents. Keep the home address in a restricted record held by the administrator.

- **Name the administrator.** One person holds the provider login; a deputy knows where the login is kept.
- **Name the endpoint type.** Desk phone, desktop softphone, mobile app, forwarded number or shared line.
- **Record the provider country and account.** A Canadian account and a US account have different routing, and the VoIP.ms wiki separates the two.
- **Record the confirmation date and evidence.** An email, portal screenshot or ticket number, not a recollection.
- **Record unknowns.** Write "unknown" where the provider has not answered.

Step 2: Ask the provider, in English and in French

Use this script in writing and file the reply. A Quebec provider's support may answer in French, so keep that reply too.

- **Account type.** Is this account fixed or nomadic for each number?
- **Record owner.** Who may change the emergency address: the user, the administrator or the provider?
- **Timing.** How long after a change is the new address in effect, and how is it confirmed?
- **Caller ID.** Which outbound number must the user dial from for the record to apply?
- **Devices.** Which desk phones, softphones and mobile apps support emergency calling, and does the mobile app use the phone's native dialer?
- **Unconfigured calls.** What exactly happens for a number without activation, and are any fees charged, in what currency, with tax?
- **Automatic location.** Is automatic location supported on this Canadian account for each endpoint?
- **Limitations notice.** Provide the written limitations acknowledgement, including power and Internet outage limits.

Step 3: Set and confirm the record

Enter the exact building and unit. Where the provider uses an approval step, as VoIP.ms does before email confirmation, do not treat the entry as live until the confirmation arrives. For each user, acknowledge the limitations in writing: RingCentral says the customer must notify all persons who may place calls, and the VoIP.ms terms place a similar duty on customers who provide service to others.

Step 4: Verify without calling an emergency line

Do not place an unscheduled test call to an emergency number. Use only a procedure the provider authorizes. Microsoft documents a predefined test emergency number, 933, for Calling Plan, Operator Connect and Teams Phone Mobile users in Canada (learn.microsoft.com). VoIP.ms documents a test number that plays

back the caller ID and a test result. Such a test proves what its documentation says, which is that a caller ID is recognized, and it does not prove that a responder will receive the correct location. Record what the test does and does not establish.

Step 5: Move-day and change triggers

For each of these triggers, submit the change before the move and keep the old record until the provider confirms the new one: a new provider, a new device, a new softphone version, a new coworking building or unit, a change of home address, and a staff change. The VoIP.ms wiki says power loss, Internet loss or connectivity problems can make emergency service inoperable. Keep a change log with these fields:

- **Date and person**
- **Endpoint and user (initials only for home locations)**
- **Old and new location record**
- **Who changed it and the confirmation reference**
- **Verification method used and its stated limit**
- **Next review date**

Step 6: Outage handoff and the separate duties

Outage planning belongs in the separate business continuity plan; this checklist only marks the boundary. If the router, building power or cellular signal fails, the VoIP number may not work at all, and the Alberta guidance recommends the mobile network or a landline, wherever possible, for the most reliable 911 experience (www.alberta.ca). First-aid duties are also separate from phone routing. Quebec's workplace safety agency says employers must ensure first aiders are present at the workplace at all times (www.cnesst.gouv.qc.ca); that duty may not apply to a solo freelancer, and phone routing does not replace it.

Optional setup-cost worksheet

Total = provider-quoted emergency-service charges per endpoint or number + actual configuration labour + selected backup-connectivity costs. State the currency, tax treatment and whether each item is one-time or recurring. Leave a cell empty rather than copying a fee from a wiki page that may be stale.

Data Analysis and Evidence

Public data on VoIP emergency-location accuracy is thin: none of the sources consulted publishes a failure rate, response time or availability benchmark for business VoIP in Quebec, and none is estimated here. What exists is dated regulatory text, provider documentation and a few official figures.

- **Wireless share.** The CRTC estimated in 2023 that 80 percent of 9-1-1 calls were made on wireless devices, as stated in a September 2024 speech (www.canada.ca). This is a national estimate and not a VoIP figure.
- **Quebec call-centre scale.** Quebec's government page says more than 4 million communications a year are answered by about 900 call-takers (www.quebec.ca).

- **Telecom revenue.** The CRTC's 2026 market report puts 2024 sector revenue at $59.6 billion (publications.gc.ca), and notes a 2.1% rise in mobile revenues offset by declines in local access (publications.gc.ca). The report gives no separate VoIP subscriber count in the text read.
- **Regulatory dates.** The CRTC's nomadic framework dates from 2005, the address-update directives were upheld on 8 February 2011, and the NG9-1-1 deadline is now 31 March 2027 (www.canada.ca).
- **Address update timing.** Documented figures range from a few minutes (help.8x8.com) to up to ten days on the French-language RingCentral Canada policy page (RingCentral Canada policy, French), although RingCentral's English Canadian page says address changes occur in real time for U.S. and Canadian users (RingCentral Canada policy, English), so the French figure should not be read as the Canadian timing without written confirmation and up to 30 days for Vonage validation on a 2020 page (businesssupport.vonage.com).

The timing spread is the most useful number for planning. A user who changes a record on Monday morning and works from the new place that afternoon may be covered under one provider and not under another, so the provider's stated lag belongs in the move-day schedule. Example scenario: a two-person agency moves from a home office to a coworking desk on a Friday; the provider states a delay of several days. Until the confirmation email arrives, the old home address is the record, and the team notes that fact in the change log and carries a cellular fallback.

Implications and Future Directions

NG9-1-1 is the main change on the calendar. The CRTC states the deadline is 31 March 2027 and that there are no plans to extend it further (www.canada.ca). Quebec says voice services must be operational by that date (www.quebec.ca) and that the system will permit more precise caller location (www.quebec.ca). This is a network upgrade at the call-centre end. It is not a statement about what a particular business VoIP account transmits, and the provider questions above still apply. Plan to repeat the provider confirmation once the provider announces any change tied to the transition.

Other directions are narrower. Handset-based location may help native-dialer calls: Google says Android Emergency Location Service is available to all Android users in Canada (blog.google), and a carrier such as Fido states the operator does not know the caller's precise location until it is provided (www.fido.ca). Neither source says anything about third-party softphone apps. As automatic location features spread in provider marketing, readers should treat each claim as a question for the provider about Canada, the specific endpoint and the specific version. A reasonable review cadence is every quarter, plus the change triggers listed above.

Frequently Asked Questions (FAQs)

Does VoIP work with 911 in Canada?

Yes with limits that depend on the service type. Fixed VoIP provides Enhanced 9-1-1 equivalent to traditional wireline in the archived CRTC page, archived CRTC guidance says nomadic VoIP provides Basic 9-1-1, and either may be unavailable during power or Internet outages.

VoIP 911 address registration in Canada: who does it?

The provider's policy sets the owner. RingCentral's Canadian policy says the customer or Account Administrator must register the address. The 2011 directives require providers to contact customers on billing-address changes and let them update the address online.

VoIP 911 limitations for remote work?

The device may be at a location the provider does not know. Nomadic providers cannot automatically detect whether a subscriber is using the service at the registered address, and a stale record is the fallback an operator may assume. Mobile-app and Wi-Fi limits vary by provider.

How do you update the 911 address for a VoIP softphone?

Use the provider's documented route: portal, administrator or user setting. At VoIP.ms the customer edits the details, the provider approves and email confirms. Zoom and 8x8 document user-managed paths (help.8x8.com). Keep the confirmation.

Virtual office VoIP emergency address: can the mailbox address be used?

The mailbox address is a correspondence address. Unless the provider's record holds the physical building and unit where the caller sits, the record does not describe the caller; check with the provider and the operator.

Does a coworking space phone system handle emergency calling?

Do not assume it does. The operator's agreement does not configure the customer's telephone service; confirm location details with the operator and the employer, and ask the provider which devices support emergency calling.

Do CRTC rules require E911 for businesses (VoIP e911 Canada requirements)?

The directives apply to providers of residential or business nomadic and fixed/non-native services. They are provider duties and do not create a new rule for small employers.

Home office versus coworking: what changes in the checklist?

Same record types, different location and owner. At home, the user holds the address; at a desk, the building and unit must be entered in the provider's record as above. The Quebec government says a moved IP phone needs its record updated (www.quebec.ca).

Conclusion

A Montreal number or a virtual-office agreement does not show where a caller is, and a provider's emergency record shows only the last address someone entered. Canadian guidance describes the difference between fixed and nomadic VoIP, places update duties on providers and users in a documented way, and treats verbal confirmation by the caller as the primary method for nomadic calls. The decision is therefore a configuration checklist, not a feature label: separate the five records, map each endpoint to the record, name the administrator who changes it, keep dated evidence and record what remains unknown.

Any uncertainty in provider documentation is resolved by written provider confirmation. Verification should use only a provider-authorized non-emergency method, and what the method proves should be written down. Review the record every quarter and at each trigger, and keep the outage and first-aid duties in their own plans. Where an employer or a lawyer needs to advise on obligations, consult the provider's current terms and a qualified adviser, since this article does not constitute legal advice.

Source links

Links cited in this article, in order of first appearance. Full addresses are provided for readers using extracted text.

1. https://webarchiveweb.wayback.bac-lac.canada.ca/web/2017/http://crtc.gc.ca/eng/archive/2005/dt2005-21.pdf
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A workspace that fits the day

Our workspace options include private offices, day passes and desks, and a conference room. These formats help individuals and teams compare a dedicated office with more flexible ways to work or hold a meeting. Prospective members can explore the virtual tour, review current pricing and book a visit before choosing a workspace.

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