



Emergency Telecommunications

Why are telecommunications critical?

Send an e-mail. Use a bank machine. Make a 911 call. Just about everything we do involves telecommunications networks and services. These networks bring voice, data, and video services to our workplaces and homes.

In normal situations, telecommunications make our lives easier, providing quick and reliable access to people, services and information. In emergency situations, access to essential telecommunication services facilitates the communications between emergency responders and can save lives.

Who we are

Industry Canada's Emergency Telecommunications team is responsible for emergency telecommunications planning, preparedness and response. Our responsibilities stem from the *Emergency Management Act* and the *Radiocommunication Act*.

What we do

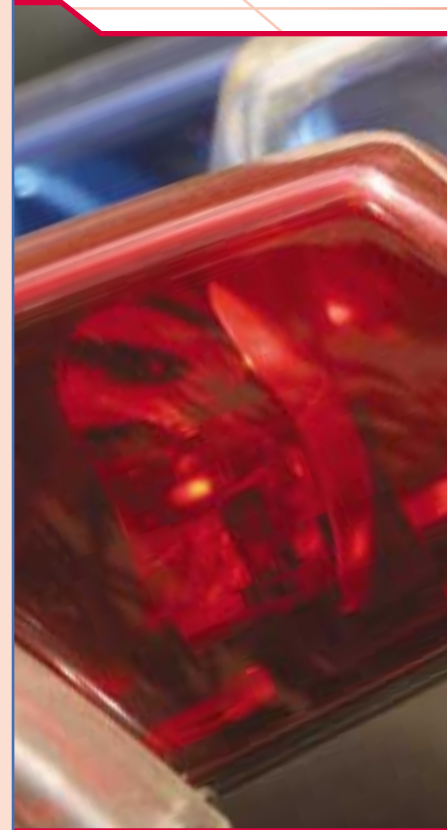
In collaboration with federal and provincial governments and the telecommunications industry, Industry Canada's Emergency Telecommunications team:

- develops, maintains and executes emergency telecommunications plans;
- provides advice and assistance to mitigate and address the disruptive effects of emergencies on telecommunications;
- participates in the development of a national public alerting service;
- facilitates the movement of telecommunications equipment and services during emergencies, nationally and internationally;
- manages programs to help ensure the availability of essential telecommunications during periods of system overload or degradation; and
- manages programs to help ensure the continuity of telecommunications services for all Canadians.

How we do it

Industry Canada's Emergency Telecommunications team works closely with federal and provincial emergency measures organizations and the telecommunications industry throughout Canada. Together, we develop best practices in emergency planning and foster important links within the telecommunications community. Through this collaboration, we develop national programs, establish mutual aid agreements and plans, and provide coordination assistance for emergency telecommunications in response to a crisis or disaster.

Ensuring
Communications
for Today and
Tomorrow



Some of our specific initiatives include...

National Emergency Telecommunications Services

National Emergency Telecommunications Services (NETS) include Priority Access for Dialing (PAD), Wireless Priority Service (WPS), and development of a national public alerting system.

Priority Access for Dialing

Priority Access for Dialing (PAD) supports essential personnel designated to perform vital functions before, during or after an emergency. PAD service allows the telephone lines of essential personnel to have priority access to dial tone if the telephone system is temporarily degraded or overloaded.

Wireless Priority Service

Wireless Priority Service (WPS) provides key decision makers and emergency personnel with priority access to the next available wireless channel. WPS is offered on both Global System for Mobile (GSM) and code division multiple access (CDMA) technologies by certain providers. Consult your service provider to confirm availability. Potential users must also confirm their eligibility for the service with Industry Canada.

Development of a national public alerting system

This initiative is intended to allow emergency management organizations to deliver brief public alerts over different media that could include radio, TV, cell phones and the Internet. Alert messages would identify which organization is issuing the alert, briefly describe the emergency event and areas impacted, provide basic instructions on protective actions that should be taken, and direct the public to a trusted source for additional emergency information. A national public alerting service would be a key part of the Emergency Management System framework for Canada.

National Cyber Protection (NCP)

Canadian consumers and businesses have embraced the advantages that today's technology provides: computer systems, databases and communications networks that provide fast, accurate and timely services that are used in many facets of our daily lives. The Canadian telecommunications industry, in partnership with Industry Canada, is addressing cyber security preventative and mitigating measures to safeguard these information technology networks and services.

For more information, visit our website at:

<http://spectrum.ic.gc.ca/urgent>

or call us toll-free at 1-866-266-9031.

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