

Calls to the 999/112 Emergency Services

Intelligent Voice provides access to the public Emergency Services in the Isle of Man for phones with Manx geographic and Manx non-geographic numbers.

The Emergency Operator in the Isle of Man will ask you for relevant information including your location to ensure the correct handling of your call.

Emergency calls outside the Isle of Man

If you have Manx geographic or Manx non-geographic numbers and you relocate your Intelligent Voice phone outside the Isle of Man **you will be unable to access the Emergency Services of the country you are in**, including the United Kingdom and Ireland.

Relocating your Intelligent Voice desk phone within the Isle of Man

You may relocate your Intelligent Voice desk phone within the Isle of Man and still access the Emergency Services; however it is essential that you update its location information in your personal Web Portal. This does not apply to 'nomadic' devices such as a soft-phone on a laptop computer as it is not necessarily feasible to continually update your location information. In this instance it would be necessary to inform the Operator directly.

In the event of you making an emergency call and subsequently being unable to communicate with the Operator a check can be made by Manx Telecom on the last reported location of the desk phone, based upon the information contained in the Portal.

Power and service outages can prevent your emergency call

Internet access and Local Area Networks depend on mains power for their operation. Your Intelligent Voice service will not function during a local power outage at your phone's location.

Similarly, if your Intelligent Voice account has been terminated, suspended or is experiencing a fault you will be unable to make an emergency call.

It is highly recommended that an alternative means of contacting the Emergency Services is also made available, such as a standard telephone line or mobile phone.