

## Contacting the Emergency Services using FeaturePlus.

Using FeaturePlus, you can make any type of call including calls to the Emergency Services.


However the FeaturePlus service needs a working broadband connection to work. And occasionally there will be times such as during a power cut or a broadband outage, when you won't be able to use the FeaturePlus service to make calls and this includes calls to the Emergency Services on 112 or 999.

**It is therefore vitally important that you always have an alternative way of contacting the Emergency Services such as a standard analogue PSTN line or a mobile phone.**

It is also very important that The Emergency Operator and Authorities are able to identify your location should you contact them via your FeaturePlus service. Your service can be used from any location with a broadband connection, and so you may not always be at the same place if you need to contact the Emergency Services.

You must ensure that the location information is kept up to date and accurate for your own safety.

### Setting your Location via The FeaturePlus Website

1. Log in to [www.featureplus.com](http://www.featureplus.com)
2. Select the 'ACCOUNT INFO' tab from along the top, and choose 'ACCOUNT INFO' from the drop down box
3. Click on the 'Phone Summary' tab. In the Actions column, you will see a  icon. Place the mouse over the icon and the current location details for that phone will be displayed.
4. If these need to be updated, click on the icon and then update the details. Click on 'save' to save the changes you have made.

**THIS INFORMATION MUST ALWAYS BE ACCURATE AS POSSIBLE. THIS INFORMATION WILL BE USED BY THE EMERGENCY SERVICES IF YOU EVER NEED TO CONTACT THEM.**