

911 is a location, not a prefix

The E911 data sheet says agents dial 911 directly, with no prefix, and that the service sends a dispatchable location. It names the United States and its territories, Kari's Law, and RAY BAUM'S Act. The partner named on that sheet is RedSky.

The end-user license also discusses emergency calling and names the United States or Canada.

It says the call can fail if the address is wrong or unregistered, if power or internet is lost, if the service is suspended, during an outage, or with bad gear. The data sheet and the EULA do not draw the same map. Say which document you are quoting.

Dial 911 with no prefix

Cite the data sheet and the EULA separately

Sources and go deeper

E911 data sheet. vendor.

<https://www.five9.com/sites/default/files/2022-11/Data-sheet-Five9-emergency-services%20%28E911%29.PDF>.

last checked 2026-10.

End user license agreement. vendor. <https://www.five9.com/legal/end-user-license-agreement>.

last checked 2026-10.

Enhanced 9-1-1. wikipedia. [https://en.wikipedia.org/wiki/Enhanced\\_9-1-1](https://en.wikipedia.org/wiki/Enhanced_9-1-1). last checked 2026-10.

confirm. The 2022 data sheet says US and territories. The EULA text this lab read also says US or Canada. Re-read both before you publish a coverage map. last checked 2026-10.