VoIP Telephony Services Important Information

Emergency Service Calls

When you dial '000' from the Solitary Technology VoIP Telephone Service, you will be connected to Emergency Services, routed through one of two dedicated Telstra emergency call centres.

It is important that you understand that this service, and by extension 000 emergency calls, cannot be utilised if there is a power outage, when your internet connection is interrupted, or if the hardware you are using is faulty.

We recommend that you have an alternative telecommunications service such as a cellular, traditional landline or satellite telephone connection to contact Emergency Services in the event of the unforeseen circumstances.

About the Integrated Public Number Database (IPND)

Every phone service in Australia (including fixed phones, VoIP phones, and mobiles) is stored in the Integrated Public Number Database.

When you sign up for a phone number, such as a home phone or mobile number, the provider for that service is legally obligated to register the user's information on the Integrated Public Number Database (or IPND for short) under the Telecommunications Act 1997.

The information we're required to provide to the IPND when starting or transferring a phone service includes:

- Name
- Phone number
- Current address
- Directory listing type – By default, your listing will be unlisted and not available to the public.

To read more about the IPND, click here.

IT IS ILLEGAL FOR YOU TO RELOCATE THE SERVICE FROM ONE DESTINATION TO ANOTHER WITHOUT NOTIFYING US