



Fastnet provide free access to the Emergency Services.

Users of the Fastnet platform are required to enter and maintain a valid mainland UK address\* on their account. These details will be logged against inbound numbers allocated to the user and will provide the Emergency services with a confirmed address and location, enabling them to locate the caller should there be a disconnection.

When either 999 or 112 are called, Fastnet will convey the call to national emergency operators. The emergency operators shall route calls as required to:

- Police
- Fire Brigade
- Ambulance
- Coastguard
- Mountain Rescue
- Cave Rescue

N.B. Access to emergency calling will not be available if there is a power outage or internet connection failure. It is the responsibility of the user to ensure that all address details that are submitted are correct, and maintain these accordingly if there are any changes.