Beat: News

911 SERVICE INTERRUPTION

SERVICE HAS BEEN RESTORED

Halifax, Nova Scotia, 17.09.2026, 13:06 Time

USPA NEWS - On Thursday, residents of Nova Scotia received an early morning alert via the Provincial Emergency Alert system which indicated intermittent 911 service outages across Canada and that some callers may experience difficulty reaching 911 during this time.

Authorities provided alternative Emergency numbers for those unable connect to 911 . Within HRM, 902-490-5020, which is the Halifax Regional Municipality public safety answering point. Other numbers:

EHS: 1-888-346-9999,
CBRM: 902-563-5151,
RCMP: 902-426-1323,
Valley: 902-678-2100,
New Glasgow Police: 902-752-1941, and
Truro Police and Fire 24-hour dispatch: 902-895-5351.

Nova Scotians are able to now resume using 911 as their primary emergency contact number.

The outage was linked to telecommunication carriers network issues that affected some customers in Nova Scotia and other parts of Canada. Throughout the disruption, emergency officials worked closely with telecommunication providers and public safety answering points to monitor the situation and ensure alternative contact methods were available.

The Province also thanks Nova Scotians for their patience and co-operation, including following guidance not to place test calls to 911 while service disruptions were being investigated.

People should continue to call 911 in an emergency when they require immediate police, fire or medical assistance. Anyone experiencing ongoing issues connecting to 911 should contact their telecommunications service provider.

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