

## **IMPORTANT 9-1-1 Emergency Calls Using Verizon Canada VoIP Services**

Please read this message carefully. This is an important message about your 9-1-1 functionality as it relates to using Voice over Internet Protocol (VoIP) services provided by Verizon Canada Ltd. ("Verizon Canada"). For a complete description of our VoIP 9-1-1 service, please see <http://www.verizonenterprise.com/terms/ca/>.

### **Customer Notification: Emergency Calls Using Verizon Canada VoIP Services**

Verizon Canada provides Basic 9-1-1 that has certain limitations relative to the Enhanced 9-1-1 service that is available on most traditional telephone service. Verizon Canada does not provide Enhanced 9-1-1. Verizon Canada does not authorize nomadic VoIP.

All 9-1-1 emergency calls that are made using Verizon Canada's VoIP services will be routed to a trained emergency services operator. If Customer is using Verizon Canada's VoIP services to make a 9-1-1 emergency call, Customer must verbally provide the operator with his or her location, so that the operator can route the call to the appropriate local 9-1-1 response center serving the geographical area where the caller is located.

The 9-1-1 emergency call will not automatically be routed to a 9-1-1 dispatch center, nor will the caller location information and phone number automatically be delivered to the 9-1-1 operator. Customer will maintain end-user primary registered service location updated at all times and shall provide any changes to such end-user primary registered service location information through electronic communications to Verizon Canada at [macrequest@verizon.com](mailto:macrequest@verizon.com).

Customer should be aware that 9-1-1 emergency calls that are made using Verizon Canada's VoIP services may take longer to be connected to the correct 9-1-1 response center than calls made using a traditional wire line telephone. As well, the operation of Verizon Canada's VoIP services are subject to the availability of Customer network, which may be affected by power outages or other interruptions which may impact Customer ability to place calls regardless of whether Customer system is configured for Basic or Enhanced 9-1-1. If Customer makes a remote VoIP based 9-1-1 emergency call (i.e. a call made from outside Customer local area network) from outside Canada or from a location within Canada that is not served by 9-1-1, the operator will not be able to complete this 9-1-1 emergency call.

For these reasons, it is advisable that Customer use a traditional wire line telephone for 9-1-1 emergency calls whenever possible.

Verizon Canada will not be responsible or liable for any damages, costs, claims, losses or expenses (including, without limitation, any indirect, special, consequential, incidental, economic or punitive damages) that arise from, or are due to, any omissions, interruptions, delays, errors or defects in transmission of any 9-1-1 emergency call that is made using Verizon Canada's VoIP services.

## Customer responsibilities

Customer should be aware of the limitations of 9-1-1 emergency calls that are made using Verizon Canada's VoIP services and it is the obligation of Customer to inform all end-users and potential end-users of Verizon Canada's VoIP services about the nature and limitations of these services for the purpose of 9-1-1 emergency calls, as described below.

**Emergency Calling Access Limitations.** Customer is responsible for notifying its end-users and potential end-users of the following common events that can limit access to emergency calling via VoIP Service:

- **Loss of Power.** VoIP Service will be interrupted if there is a loss of electricity/power supply.
- **Loss of Broadband Service.** VoIP Service will be interrupted if the attendant broadband connection is not available.
- **Failure of Equipment.** The malfunction or failure of equipment, software, or hardware necessary for end-to-end Internet functionality (e.g. routers, IP phones, analog gateways, etc.) can limit access to emergency services.
- **Failure to Register New Location of Equipment.** Calls from a VoIP phone used at a location other than as follows: Verizon Canada is not able to provide emergency services to an end-user unless, in Canada, the end-user's location is a primary registered service location. Customers must register any changes to their end-users primary registered service location through electronic communications to Verizon Canada at [macrequest@verizon.com](mailto:macrequest@verizon.com).
- **Non-Authorized Telephone Number.** A call by an end-user using a number that is not registered with Verizon Canada.
- **Non-Native Telephone Number.** A call by an end-user using a non-native telephone number (i.e., a telephone number from a local exchange area different from where the caller is located).
- **LD-only Service.** Emergency calling is not available with LD-only service.
- **IP phones connected to an IP PBX indirectly.** Emergency services cannot be reached from IP phones connected to an IP PBX indirectly connected to Verizon Canada's VoIP Network (e.g., IP phones at Customer's internal remote sites as part of an IP PBX Centrex installation) that are not subscribed to an IP Trunking centralized multi-site environment.

**End-User Notice Requirements.** Customer will notify all of its end-users and potential end-users of VoIP Service of the interaction and/or limitations of E-911 with VoIP Service as set forth in the Service Terms for VoIP Service. Customer is solely responsible for any third-party claims and liability arising from Customer's failure to so notify its end-users and potential end-users.

**E-911 And VoIP IP Trunking Service.** Because Customer's IP Trunking may permit end-users to use VoIP Service at other than Customer's or the end-users' primary service location, and

Verizon Canada may not detect when an end-user uses the service at a non-primary service location, Customer will, with respect to IP Trunking:

- detect when an end-user has moved his or her VoIP phone (i.e., any device used for VoIP calling) to a non-primary service location, and suspend VoIP Service unless and until either Customer (a) verifies that the end-user is at the location for which the VoIP phone is registered for service or (b) use a third-party service to enable the conveyance of E911 calls to the proper Public Service Answering Point (PSAP) from the end-user's current location;
- otherwise block all VoIP calls attempted to be made via the nomadic service.

#### **Warning stickers for 9-1-1 emergency calls**

Customer should be aware that it is the obligation of the Customer to print and deliver to all end-users and potential end-users warning stickers for 9-1-1 emergency calls to attach in a visible location on their telephone sets.

#### **Telephone warning set sticker**

**ATTENTION**

- (i) when making 9-1-1 calls, customers must be prepared to provide their present address/location,
- (ii) find additional information at <http://www.verizonenterprise.com/terms/ca/>