

## **IMPORTANT 9-1-1 INFORMATION**

Telsist wants to ensure that our customers are aware of important differences in the way the 9-1-1 services operate with a VoIP phone when compared with traditional telephone service.

**Here is what you need to keep in mind:**

### **Differences between traditional 9-1-1 services and VoIP phone 9-1-1**

With traditional phone services, your 9-1-1 call is sent directly to the nearest emergency response center. With VoIP phone service, your 9-1-1 call is forwarded to a third-party service provider that will automatically or manually route your call to the emergency response center.

### **Remember to verify your location**

Because you can move your VoIP phone between locations and because, for technical reasons, the emergency operator may not have your name, location or contact information available, you must immediately inform the emergency operator of your location and contact particulars any time you call 9-1-1. Do not risk sending police or ambulance services to the wrong location.

### **Be prepared during any service interruption**

VoIP phone service depends not only on your continued subscription (and payment) for the service, but also on Internet connectivity and power to function. In the event of power, network, or Internet outages (including congestion), or if your service is disconnected or suspended due to non-payment, you may experience a failure, disruption or delay in your 9-1-1 service. We recommend that you keep an alternative phone service (such as a cellular telephone) handy to increase the reliability of your access to emergency services during any service interruption.

### **Do not disconnect**

Until you are told to do so by an emergency dispatcher, do not disconnect your 9-1-1 call. If you are inadvertently disconnected, call back immediately.

### **Keep your service address up to date**

TCI TELSIST COMMUNICATIONS INC. will attempt to provide the emergency operator with your service address, so please ensure that your information on file with us is always accurate and updated. If you do not do this and for example, you are unable to speak during a 9-1-1 call, the emergency operator may assume that you are calling from the last registered address.



## **Inform other users**

You must notify members of your business and other potential users of your VoIP phone service of the nature and limitations of 9-1-1 emergency calls.

## **Limitation of Liability**

TCI TELSIST COMMUNICATIONS INC. terms of service limit and disclaim liability related to VoIP 9-1-1 service, so please read these carefully.

For a complete description of our VoIP 9-1-1 service, please see TCI TELSIST COMMUNICATIONS INC. terms of service at [www.telsist.com](http://www.telsist.com)

## **IMPORTANT PROVISIONS**

### **Description**

VoIP services allow you to make or receive telephone calls over the Internet to or from the public switched telephone network. The nature of VoIP telephone calls, while appearing similar to traditional telephone calling services, create unique limitations and circumstances, and you acknowledge and agree that differences exist between traditional telephone service and VoIP telephone services, including the lack of traditional 9-1-1 emergency services.

### **9-1-1 service**

Because of the unique nature of VoIP telephone calls, emergency calls to 9-1-1 through your VoIP service will be handled differently than traditional phone service. The following provisions describe the differences and limitations of 9-1-1 emergency calls, and you hereby acknowledge and understand the differences between traditional 9-1-1 service and VoIP calls with respect to 9-1-1 calls placed to emergency services from your account as described below.

### **Placing 9-1-1 calls**

When you make a 9-1-1 emergency call, the VoIP service will attempt to automatically route your 9-1-1 call through a third-party service provider to the Public Safety Answering Point ("PSAP") corresponding to your address of record on your account.

However, due to the limitations of the VoIP telephone services, your 9-1-1 call may be routed to a different location than that which would be used for traditional 9-1-1 dialing. For example, your call may be forwarded to a third-party specialized call center that handles emergency calls. This call center is different from the PSAP that would answer a traditional 9-1-1 call which has automatically generated your address information, and consequently, you may be required to provide your name, address, and telephone number to the call center.

### **How your information is provided**

The VoIP service will attempt to automatically provide the PSAP dispatcher or emergency service operator with the name, address and telephone number associated with your account. However, for technical reasons, the dispatcher receiving the call may not be able to capture or retain your name, phone number or physical location.

Therefore, when making a 9-1-1 emergency call, you must immediately inform the dispatcher of your location (or the location of the emergency, if different). If you are unable to speak, the dispatcher may not be able to locate you if your location information is not up to date.

### **Correctness of information**

You are responsible for providing, maintaining, and updating correct contact information (including name, business address and telephone number) with your account. If you do not correctly identify the actual location where you are located, or if your account information has recently changed or has otherwise not been updated, 9-1-1 calls may be misdirected to an incorrect emergency response site.

### **Disconnections**

You must not disconnect the 9-1-1 emergency call until told to do so by the dispatcher, as the dispatcher may not have your number or contact information. If you are inadvertently disconnected, you must call back immediately.

### **Connection time**

For technical reasons, including network congestion, it is possible that a 9-1-1 emergency call will produce a busy signal or will take longer to connect when compared with traditional 9-1-1 calls.

### **9-1-1 calls may not function**

For technical reasons, the functionality of 9-1-1 VoIP emergency calls may cease or be curtailed in various circumstances, including but not limited to:

Failure of service or your service access device—if your system access equipment fails or is not configured correctly, or if your VoIP service is not functioning correctly for any reason, including power outages, VoIP service outage, suspension or disconnection of your service due to billing issues, network or Internet congestion, or network or Internet outage in the event of a power, network or Internet outage; you may need to reset or reconfigure the system access equipment before being able to use the VoIP service, including for 9-1-1 emergency calls; and changing locations—if you move your system access equipment to a location other than that described in your account information or otherwise on record with TCI TELSIST COMMUNICATIONS INC.

### **Alternate services**

If you are not comfortable with the limitations of 9-1-1 emergency calls, TCI TELSIST COMMUNICATIONS INC. recommends that you terminate the 9-1-1 services or consider an alternate means for accessing traditional 9-1-1 emergency services.

### **Inform other users**

You are responsible for notifying, and you agree to notify, any user or potential users of your VoIP services of the nature and limitations of 9-1-1 emergency calls on the VoIP services as described herein.

### **Liability**

Customers are advised to review this section with respect to TCI TELSIST COMMUNICATIONS INC. limitation of liability.

## **SERVICE LIMITATIONS**

### **The Equipment and the Service**

- INCLUDING 9-1-1 SERVICE, will not work during a power outage, broadband service outage, interruption or slow-down, or other service interruption or problem with the relevant computer apparatus. Customer may be required to reset or reconfigure the Equipment, as the case may be, prior to utilizing the Service following a power outage, broadband service outage or other service interruption or rectification of the computer apparatus problem.
- Does not support 900/976 calling, and therefore Customer will not be able to make 900 calls using the Service.
- Does not support collect calling.
- Does not support operator services (dialing 0).
- Does not come with a telephone directory.
- Only works on a high-speed Internet connection and service quality may vary depending on the quality, upload speed and service level of the high-speed Internet connection and other factors/third party services providers extraneous to TCI TELSIST COMMUNICATIONS INC.

### 9-1-1 VoIP Service Conditions and Limitations

- Customer acknowledges that TCI TELSIST COMMUNICATIONS INC utilizes VoIP for the delivery of the Services. This is an important difference from traditional local services and affects the quality and nature of 9-1-1 services available. As a result, the VoIP 9-1-1 services provided by TCI TELSIST COMMUNICATIONS INC have certain limitations compared to Enhanced 9-1-1 services (“E 9-1-1”) available for most traditional local services. These differences include, but are not limited to:
- a bilingual call center agent will answer the 9-1-1 emergency call, request the caller’s location and the emergency service required and route the call to the 9-1-1 public service answering point (“PSAP”) serving the location provided by the caller;
- unlike tradition E 9-1-1 service, the caller’s location information and phone number will not be automatically delivered to the VoIP 9-1-1 call center and may not enable call control features that provide the PSAP agent with control over the line on which the 9-1-1 emergency call is made;
- the caller’s location and telephone number may not be automatically transmitted with the 9-1-1 emergency call. The caller must be able to verbally communicate his/her location to the call center agent.
- if the caller is unable to speak, the 9-1-1 operator may assume that the caller is at the last registered address for the Service.
- VoIP 9-1-1 emergency calls made from locations outside of Canada cannot be completed by the call center agent. The caller will be told to use an alternate service to VoIP 9-1-1.
- traditional 9-1-1 is not available in all locations within Canada. VoIP 9-1-1 services within Canada are subject to the availability of traditional 9-1-1 service at the caller’s physical location. If traditional 9-1-1 is not available from User’s location, User should contact emergency services such as fire, police or ambulance directly.
- VoIP 9-1-1 service will not function if the Equipment is not configured properly or if Customer’s Service is not functioning for any reason.
- VoIP 9-1-1 service will not be available during a power outage and will be unavailable during a broadband Internet outage.
- VoIP 9-1-1 services will not be available if Service is suspended or terminated.
- Customer understands the 9-1-1 limitations of TCI TELSIST COMMUNICATIONS INC’s Services and Customer acknowledges that it is their obligation to make all other Users, or potential Users, of the Service aware of these limitations.

### VoIP 9-1-1 SERVICE USER TIPS

#### **Customer should:**

- be aware of the fact that VoIP 9-1-1 is different than traditional 9-1-1 (as described above) and that it may take longer to be connected to the emergency authority.
- be prepared to provide their physical location, call back number and the nature of the emergency.
- do not hang-up unless told to by the 9-1-1 call center agent. If a caller is disconnected he or she should redial 9-1-1.
- be aware that VoIP 9-1-1 service may not be available during a power outage and will not be available during a broadband outage.
- inform all potential users of the limitations of VoIP 9-1-1 service and about these user tips.

#### **Alternate 9-1-1 Arrangements:**

If Customer does not understand or does not agree with the limitation of VoIP 9-1-1 services, then Customer should consider alternative arrangements to provide access to traditional 9-1-1 or E 9-1-1 services. TCI TELSIST COMMUNICATIONS INC VoIP 9-1-1 service will be provisioned on all applicable Services. Any alternate arrangement will be in addition to T TCI TELSIST COMMUNICATIONS INC's applicable Service.

#### **Limitations of Liability and Customer Understanding of VoIP 9-1-1:**

Customer understands that it is their obligation to ensure that all Users are aware of the limitations of VoIP 9-1-1 services.

The Customer understands the limitation of VoIP 9-1-1 services and assumes all liability and responsibility for the provision and use of emergency services and agrees to indemnify TCI TELSIST COMMUNICATIONS INC, its officers, directors, employees and agents for any injury, death or damage whether direct or indirect that may result from: (1) the VoIP 9-1-1 service provided by TCI TELSIST COMMUNICATIONS INC (including but not limited to situations of unavailability of 9-1-1 as described in these terms and conditions and incomplete or incorrect address information provided by the Customer); (2) Customer's failure to obtain access to conventional 9-1-1 service as part of a telephone line subscription from another telephone company under separate agreement; or (3) Customer's failure or delay in utilizing conventional 9-1-1 service.

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