

## **IMPORTANT INFORMATION REGARDING PACKETWORKS VOICE SERVICE AND 9-1-1**

Packetworks employs Voice over Internet Protocol (VoIP) technology to provide phone services to our customers. The 9-1-1 emergency service we provide on our VoIP network works differently than traditional telephone 9-1-1 services. Please read the following information carefully.

**Packetworks wants to make sure that you are aware of important differences and limitations in the way 9-1-1 service operates with Packetworks' phone service compared with traditional telephone 9-1-1 service.**

**Here's what you need to keep in mind:**

Packet-tel Corp (Packetworks) provides a form of 9-1-1 service that has some important differences and limitations when compared with 9-1-1 service available over traditional telephone service. With traditional telephone service 9-1-1, your call is sent directly to the nearest emergency response centre and your telephone number and address are visible to the emergency response centre operator. With Packetworks' 9-1-1 service, your 9-1-1 call is sent to a third party emergency call centre which will verbally confirm your address and call back number and then transfer the call to the nearest emergency response centre. While your location and call back number are visible to the third party call centre operator, for technical reasons, they cannot be transmitted to the emergency response centre. This is why the third party emergency call centre will verbally verify your address and your call back number and then convey that to the emergency response centre nearest your location.

**Remember to be prepared to verify your location.**

Since your 9-1-1 address information and call back number is verbally verified and then verbally conveyed to the appropriate emergency response centre, you must be prepared to provide your location and contact particulars any time you call 9-1-1. Do not risk sending police or ambulance services to the wrong location.

**Do not disconnect or hang up your phone.**

Until you are specifically told to do so, do not disconnect or hang up on your 9-1-1 call. If you are inadvertently disconnected, call back immediately.

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

Packetworks makes every reasonable effort to ensure your registered service address is available to the third party emergency call centre but please ensure that your information on file with us is always accurate and updated. If 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.

**Be prepared during any service disruption or extended electrical power interruption.**

Your new Packetworks phone service depends not only on your continued subscription and payment for the service, but also on continuous electrical power at your location to function. Packetworks has installed a battery back-up power supply that will keep your phone service

operating during short duration power interruptions but in the event of an extended power outage, a network outage, network congestion, service is disconnected or service is 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.

### **Battery Back-up Maintenance**

The Battery Back-up we have installed with your phone service has a warning lamp that indicates when the battery is in need of replacement. You should check this frequently and notify Packetworks immediately if it indicates the battery is in need of replacement. We suggest that an ideal time to remember to do this is when you are changing your clocks for daylight saving time both spring and fall. You should advise Packetworks immediately if you see that the replace battery indicator lamp is lit.

### **Inform other potential users in your home of the 9-1-1 limitations.**

You must notify members of your household and other potential users of your Packetworks' phone service that they may be required to provide address and call back number information to the emergency operator in the event of a 9-1-1 call. To make this easier, Packetworks has provided stickers that you may place on your telephone sets. If you need additional stickers please contact Packetworks.

### **Limitations of Liability.**

#### **Packetworks' terms of service limit our liability related to 9-1-1 service.**

*The Customer agrees to defend, indemnify, and hold harmless Packet-tel Corp. (Packetworks), its affiliates and their respective officers, directors, employees, agents, legal representatives and any other service providers who offer services to the Customer or Packetworks in relation with the present service agreement or the service provided, from any and all claims, losses, damages, fines, penalties, costs and expenses (including, without limitation, legal fees and expenses) by, or on behalf of, the Customer, any third party or user of the Customers' service relating to the absence, failure or outage of the service, including 911 dialling and/or inability of the Customer or any third party or user of their service to be able to dial 911 or to have access to emergency service personnel, as well as any misroutes of 911 calls, including but not limited to their provision of incorrect information to Packetworks in connection therewith.*