



IMPORTANT INFORMATION regarding calls to Emergency Services (Europe)

This document provides very important information about calls to Emergency Services using the Internet phone service provided by Intermedia Technologies Company Limited dba Voice Telco Services (“Voice Telco Services”), a wholly owned subsidiary of Intermedia.net, Inc. (“Intermedia”), included as part of the Intermedia Unite® and Cloud PBX services. This document also describes the steps that you, as a customer of this service (“You”), should take **to ensure Your safety and the safety of Your employees and visitors.**

Capitalised terms used in this document but not otherwise defined have their respective meanings set forth in the Master Service Agreement between You and Intermedia. **Note that this document is incorporated into the terms of Your Master Service Agreement and creates a legally binding obligation on You.**

Dear Customer:

The Emergency Services calling services provided by Voice Telco Services differ from the emergency calling services provided by a traditional telephone company. **These differences may have an adverse impact upon the ability or timeliness of Emergency Service responders to respond to or assist You or others in the event of an emergency.** In addition, due to limitations on technology, the location reported on Your behalf by Voice Telco Services to the public safety dispatcher for Your telephones may not include a user’s specific location within a business premise. For this reason, it is important that You carefully follow the instructions below.

As part of the process of subscribing to our Voice Services, You provide Voice Telco Services with the street address, city, and region/province/state (“Service Address”) where You will be using Your Voice Telco Services voice service. However, when You dial for Emergency Service, the Emergency Services Response Center (ESRC) may not be equipped to automatically receive Your telephone number and address, and public safety dispatchers answering the call may not be able to access Your telephone number and/or registered address. Therefore, You must be prepared to supply this information during the call. Until You supply the public safety dispatchers with Your phone number and address, the dispatcher may not be able to send help, and they may not be able to call You back if the call is disconnected or dropped.

For the purposes of calls to Emergency Services, and to ensure the safety of You, Your employees, and Your visitors, You must register with Voice Telco Services the physical location where each user will utilise the Voice Telco Services service with each phone line. Voice Telco Services will register the physical location or Service Address that You provide as part of subscribing to Voice Telco Services’ service. **Please note that it is Your responsibility to confirm the accuracy of Your Service Address upon initial registration, and upon any further changes, additions, or transfers of phone numbers.** You can do this by using Your online account portal. In addition, it is Your obligation to require each user to provide Voice Telco Services with their specific location within Your premises in the event of an emergency. It is Your responsibility to inform each user that when the user moves the device to another location, the user must inform You, and in turn, it is Your obligation to update Your registered address. It is Your responsibility to update Voice Telco Services promptly when You or any user changes the physical location to which service is provided. If You (or Your users) do not update location information, Your calls to Emergency Services may be directed to an emergency center near Your old address (instead of the new location), which may result in Emergency Service responders being delayed in responding, or unable to respond, to the reported emergency. You may register only one location at a time for each phone line. **To be clear, You must re-register the Service Address with Voice Telco Services each time the Service Address changes.** Please note that this is standard and customary practice for any Internet-based voice service, and it is designed to keep You, Your employees, and Your visitors safe in case of an emergency.

With Voice Telco Services’ Unified Communications service, You have the ability to connect Your Voice Service to multiple devices and endpoints. Please note the following important service limitations with regard to the use of such devices or endpoints:

- While You might have access to multiple devices as part of the service on which Your telephone
- Emergency Calling Notifications v. 1.1 (eff. March 31, 2022)

number would appear (office, home, desktop, mobile), only one service address is supported per telephone number.

- You must register (or instruct Voice Telco Services to register) the correct service address for each user's telephone number within the Voice Telco Services portal. Usually this address is the same as the location of Your or Your User's primary device; typically the office phone.
- Emergency calls are supported from Voice Telco Services' Unified Communications desktop and mobile applications or desk phone configured for use by You. Note that You or one of Your Users dialing for Emergency Services from any of these devices should be prepared to verbally share their current location with an Emergency Services operator. If You or Your User is unable to communicate his/her location to the operator, the operator may not be able to dispatch emergency services to assist You or Your User and You or Your User may not receive emergency services he/she requires in a timely manner, or at all.
- Voice Telco Services recommends that any emergency calls placed on a mobile device be made using the mobile phone's native dialer, instead of through the Unified Communications mobile application, as the mobile carrier infrastructure is better able to automatically obtain the caller's location information for proper routing and handling of emergency calls.

Calls to Emergency Services service over Internet-based voice service have several limitations. Such limitations, including those discussed above, may prevent You from making emergency calls and include but are not limited to any of the following:

- Loss of electrical power
- Loss of Internet connection for any reason
- Termination of Your account by your broadband ISP or by Voice Telco Services
- Defective or misconfigured customer premises equipment or software
- Network congestion
- Delays from updating Your registered Service Address
- Non-voice equipment, such as security systems and medical monitoring equipment
- Simultaneous use of one line with multiple pieces of equipment
- The failure of the ESRC to answer Your calls
- Failures of third parties responsible for routing emergency calls

You should advise all of Your employees, invitees, guests, visitors, and every other person who visits Your facility and/or who may make calls using the service of the limitations described above.

You acknowledge and agree that if You are not comfortable with the limitations of Voice Telco Services' Internet phone services with regard calls requesting Emergency Services, You should always have an alternative means of accessing Emergency Services. To ensure that You and Your Users have access to emergency services, You acknowledge and accept that it is Your sole responsibility to purchase, from a third-party separately from Voice Telco Services, traditional wireless or landline telephone service as a backup means of completing emergency calls. If the Service is used in a home office environment, it is not intended to be used for personal, residential, nonbusiness or nonprofessional commercial use. A home office user must provide alternative arrangements for residential emergency calls.

To check Your Emergency Service activation status, log in to Your account or contact support.