

ATTACHMENT

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"). Verizon Canada's VoIP services are provided to a fixed address with a telephone number that is native to one of the local exchange areas where the caller is located. Verizon does not authorize nomadic VoIP. Verizon does not offer non-native telephone numbers. For a complete description of our VoIP 9-1-1 services, please see <https://www.verizon.com/business/terms/ca/>.

Customer Notification: Emergency Calls Using Verizon Canada VoIP Services

Verizon Canada provides Enhanced 9-1-1 ("E9-1-1") service. The address that will be forwarded to a 9-1-1 dispatch center when a 9-1-1 emergency call is placed using Verizon Canada's VoIP services will be the end-user's primary registered service address. In order for the 9-1-1 service to function properly, and to avoid emergency services being sent to the wrong address, Verizon Canada's VoIP services must be used from the end-user's primary registered address. Any device or equipment provided for VoIP calling must remain at the registered address.

Customer is solely responsible for providing Verizon Canada with complete, accurate and updated address and contact information for all end-users and must immediately notify Verizon Canada of any changes to this information at macrequest@verizon.com.

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.

Service Limitations

VoIP 9-1-1 service has certain limitations relative to E9-1-1 service that is available on most traditional telephone service.

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. 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.

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. The following common events 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.
- **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).
- **Long Distance-only Service.** Emergency calling is not available with Long distance-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 Verizon Canada's VoIP services of the interaction and/or limitations of E9-1-1 with the 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 the 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 E9-1-1 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 <https://www.verizon.com/business/terms/ca/>