



## BUSINESS & RESIDENTIAL

### E911 TERMS OF SERVICE

#### **Non-Availability of Traditional 911 or E911 Dialing Service**

Petra Solutions Inc. offers a form of 911 service (911 Dialing) that is similar to traditional 911 service but has some important differences and limitations when compared with enhanced 911 service (E911) available in most locations in conjunction with traditional telephone service. With both traditional 911 and E911 service, your call is sent directly to the nearest emergency response centre. In addition, with E911 service, your call back number and address are visible to the emergency response centre call-taker. With Petra's 911 service, your call is sent to a national emergency call centre. The call centre operator will request or confirm your location information and/or call-back number and then transfer your 911 call to the emergency response centre nearest your location. Your 911 call may in some cases be sent directly to an emergency response centre in which case you should be prepared to provide your address and call-back number since the operator may not have this information. With Petra your 911 calls will be routed to emergency personnel who do not receive your phone number or physical location information. Do not hang up unless told directly to do so and if disconnected, you should dial 911 again. Our stand-alone long-distance calling plans and calling card services where an access number is required to be dialed first do not provide any access to emergency services.

#### **Registration of Physical Location Required**

You should ensure your location information, when registered with Petra Solutions Inc. , is kept current at all times. In case you are not able to speak during the 911 call, the call taker would dispatch emergency response vehicles to your last registered address. You need to update your 911 dialing information if you move your device to a different location and/or if you add a new line to your account. Regardless of what address you register for a SoftPhone, the national emergency response centre does not receive your phone number or physical location information when you place a 911 call. Your 911 Dialing service is activated when you subscribe to Petra Solutions Inc. service.

#### **Service Outages**

911 Dialing service will not function in the event of a power or broadband outage or if your broadband, ISP, or Petra Solutions Inc.. service is suspended or disconnected. Following a power failure or disruption, you may need to reset or reconfigure your device prior to utilizing the service, including 911 dialing.

#### **Re-Registration Required if You Change Your Number or Add or Port New Numbers**

You must successfully register your location of use for each changed, newly added, or newly ported number in order for 911 dialing to function as intended. Regardless of what address you register for a



SoftPhone, the national emergency response centre does not receive your phone number or physical location information when you place a 911 call.

### **Network Congestion; Reduced Speed for Routing or Answering 911 Dialing Calls**

There may be a greater possibility of network congestion and/or reduced speed in the routing of a 911 dialing call made utilizing the service as compared to traditional 911 Dialing over traditional public telephone networks.

### **Conveying Limitations to other household residents and guests**

You should inform any household residents, guests and other persons who may be present at the physical location where you utilize the Petra Solutions Inc. service of the important differences and limitations of VoIP 911 dialing service as compared to E911 service, as set out above.

### **IP Relay 9-1-1**

The IP Relay service is not designed for emergency calling and it should not be used as a substitute for 9-1-1 calling. Access to 9-1-1 via IP Relay has certain limitations relative to Enhanced 9-1-1 service, which is available on most "traditional" telephone service. The 9-1-1 operator may not know where you are calling from unless you provide accurate location information (address) when asked. 9-1-1 emergency calls made using IP Relay may take longer to be connected to the correct 9-1-1 response center than calls made from a traditional wireline phone.

You should keep your address information current with your Service Provider as the operator may assume that you are at the address you submitted upon service registration if you are not able to speak during a 9-1-1 call. When placing a 9-1-1 call, do not disconnect until told to do so by the operator, and place the call again if you are disconnected. Make sure that you and any users of IP Relay are familiar with the nature and limitations of the 9-1-1 calls placed using the service. You may contact the Petra Accessibility Team with any questions about 9-1-1 service on IP Relay.

### **Disclaimer of Liability and Indemnification**

We do not have any control over whether, or the manner in which, calls using our 911 dialing service are answered or addressed by any local emergency response centre. We disclaim all responsibility for the conduct of local emergency response centres and the national emergency calling centre. We rely on third parties to assist us in routing 911 dialing calls to local emergency response centres and to a national emergency calling centre. We disclaim any and all liability or responsibility in the event such third party data used to route calls is incorrect or yields an erroneous result. Neither Petra's Solutions Inc. nor its officers or employees may be held liable for any claim, damage, or loss, and you hereby



waive any and all such claims or causes of action, arising from or relating to our 911 dialing service unless such claims or causes of action arose from our gross negligence, recklessness or willful misconduct. You shall defend, indemnify, and hold harmless Petra Solutions Inc., its officers, directors, employees, affiliates and agents and any other service provider who furnishes services to you in connection with the Service, from any and all claims, losses, damages, fines, penalties, costs and expenses (including, without limitation, legal fees and expenses) by, or on behalf of, you or any third party relating to the absence, failure or outage of the Service, including 911 dialing, incorrectly routed 911 dialing calls, and/or the inability of any user of the Service to be able to use 911 dialing or access emergency service personnel.

### **Alternate 911 Arrangements**

If you are not comfortable with the limitations of the 911 dialing service, you should consider having an alternate means of accessing traditional 911 or E911 services or disconnecting the Service.