



Limitations of 9-1-1 Emergency Services in Canada

We want to make sure that you are aware of the important differences in the way 9-1-1 operates with a Voice over Internet Protocol (VoIP) phone when compared with traditional telephone services.¹ Here's what you need to keep mind:

Differences between traditional 9-1-1 service and VoIP phone 9-1-1

With traditional phone services, your 9-1-1 call is sent directly to the nearest emergency response centre. 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 centre.

Remember to provide your location

Because you may be able to 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. The 9-1-1 emergency services may not be available in the event of a power failure, fraudulent use, non-payment, failure of your equipment, service outage, or network or Internet congestion or outage. You accept the responsibility of ensuring that you have the means to make emergency calls.

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

Tata Communications 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 (for example, 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.

¹ Tata Communications' Domestic Voice Service is a VoIP service. Please refer to the Domestic Voice Service Addendum for more details regarding the nature and limitations of 9-1-1 emergency services.

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**Inform other users**

You must notify any end users or potential end users of your VoIP phone service of the nature and limitations of 9-1-1 emergency calls. To make this easier, attach the included stickers in a visible location on your telephone sets.

Limitations of liability

Tata Communications' Terms of Service found in the Domestic Voice Services Addendum limit and disclaim liability related to VoIP 9-1-1 service, so please read these carefully. Please refer to this Addendum for more details.