

9-1-1 EMERGENCY CALLING LIMITATIONS

Velocity Networks Inc. (“Velocity Networks”) offers a home telephone service through Voice over Internet Protocol (VoIP) (the “Phone Service”). The provision of the Phone Service differs from traditional telephone services and the Customer specifically acknowledges the unique differences and challenges to the use of 9-1-1 emergency services through the Phone Service. The Phone Service does NOT support traditional 9-1-1 access to emergency services.

The Customer is responsible for informing all residents and visitors at the location the Phone Service is provided of the nature and limitations of 9-1-1 emergency calls on the Phone Service as described herein.

When a Customer makes a 9-1-1 call through the Phone Service, the call is routed to a third-party call centre which then transfers the call to the local emergency service associated with your address of record on your account. Velocity Networks relies on third party services to forward such information and as such the Customer releases Velocity Networks from all responsibility and liability in the event the information or routing is incorrect. A third-party call centre differs from the centre at which a traditional 9-1-1 call would be received which would automatically generate the Customer’s address information. As a result, the Customer may be required to provide his or her name, address and phone number to the third-party call centre. The Customer must not disconnect the 9-1-1 call unless and until advised to do so by the dispatcher. The dispatcher may not have the phone number and contact information. If the call gets inadvertently disconnected, the Customer must call back immediately.

The Customer must register the physical address at which the Phone Service will be provided. It is imperative that to ensure the accuracy of the Customer’s physical address. If the address is not kept current and accurate, emergency personnel may be misdirected to an incorrect emergency site. The Customer gives Velocity Networks the express authorization to disclose the Customer’s name and address to third-parties in connection with 9-1-1 calling, including call routers, call centres and local emergency centres.

There may be higher network congestion and/or reduced speed in the routing of 9-1-1 calls made using the Phone Service as compared to traditional 9-1-1 dialing. Due to certain technical reasons, including network congestion, a 9-1-1 call may produce a busy signal, or it may take longer to connect compared to traditional 9-1-1 calls.

ALL services provided by Velocity Networks, including the ability to dial 9-1-1 will be affected by a service outage, power failure, disruption or loss of internet connection. A power failure or disruption may require the Customer to reset or reconfigure equipment to re-establish the Services. Technical support is available to assist with resetting or reconfiguring the equipment.

The Customer acknowledges and understands that suspension or termination of the Services as defined in Velocity Networks’ Terms and Conditions and pursuant to the terms thereof, will terminate the availability of ALL Services, including the 9-1-1 service.

Velocity Networks will not be liable for injury, death or damage to person or property directly, or indirectly out of, or relating in any way to 9-1-1 calling from your Phone Service and the Customer agrees to indemnify and hold harmless Velocity Networks, its affiliates and their respective officers, directors, employees and agents from all liabilities, claims, damages, loss and expenses (including legal costs) which the Customer or anyone accessing or attempting to access 9-1-1 calling from the Phone Service may suffer or incur, arising directly or indirectly out of or relating to the Customer or other person’s failure to obtain access to 9-1-1 emergency services.

If the Customer is uncomfortable with the limitations of the 9-1-1 emergency calls available through the Phone Service, the Customer is urged to consider an alternate means of accessing traditional 9-1-1 emergency services.