

IMPORTANT 911 INFORMATION

We want to make sure that you are aware of important differences in the way 9-1-1 service operates with a VoIP phone when compared with traditional telephone service. Here's what you need to keep in 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 can 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. In the event of power, network, or Internet outages (including congestion), or if your service is disconnected or suspended due to non-payment, you may experience a failure, disruption or delay in your 9-1-1 service. We recommend that you keep an alternative phone service (such as a cellular telephone) handy to increase the reliability of your access to emergency services during any service interruption.



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.



INFORM OTHER USERS: You must notify members of your household and other potential 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.



KEEP YOUR SERVICE ADDRESS UP TO DATE: iTel Networks Inc. 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.

911 VoIP Service – User Tips

- In an emergency, dial 911 to reach an emergency centre operator.
- Be prepared to provide your physical location, call-back number, and nature of the emergency.
- Do not hang up unless instructed by the call centre operator.
- If you get disconnected, please redial 911. The operator, if they have your number will also attempt to call you back.
- Ensure that your VoIP service and Internet service is configured and initialized correctly.
- Inform all other users and potential users of the limitations of VoIP 911 service and about these user tips.
- Display the VoIP 911 warning sticker on the phone set or in a location that is clearly visible to all users and potential users.

LIMITATIONS OF LIABILITY

iTel Network Inc.'s terms of service limit and disclaim liability related to VoIP 9-1-1 service, so please read these carefully.

Neither iTel Networks Inc, its affiliates or any of their respective officers, directors, employees, or agents may be held liable for (i) any claim, damage, or loss (including but not limited to profit loss), or (ii) any damage as a result of service outage or data loss. The Customer hereby waives any and all such claims or causes of action, arising from or relating to any service outage and/or inability to dial 911 from his Customer phone line or to access emergency service personnel unless it is proven that the act or omission proximately causing the claim, damage, or loss constitutes gross negligence, recklessness, or intentional misconduct on the part of iTel Networks Inc. Subject to the provisions of this agreement, iTel Networks Inc does not provide any other warranties of any kind either express or implied, including without limitation the warranties of merchantability and fitness for a particular purpose.

The Customer agrees to defend, indemnify, and hold harmless iTel Networks Inc, its affiliates, and their respective officers, directors, employees, agents, legal representatives and any other service provider that offers services to the Customer or iTel Networks Inc. in relation with the present agreement or the service provided, from any and all claims, losses, damages, fines, penalties, costs, expenses, legal fees, etc., by, or on behalf of, the Customer, any third party or user of the Customers' service relating to the absence, failure or outage of the service, including 911 dialling and/or inability of the Customer or any third party or user of their service to be able to dial 911 or to have access to emergency service personnel, as well as any misroutes of 911 calls.