

TERMS & CONDITIONS:

# UBITY 911 SERVICE



[www.ubity.com](http://www.ubity.com)

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# UBITY 911 SERVICE UTILIZATION

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The 911 emergency service over a VoIP phone (Broadband Internet) has certain limitations compared to Enhanced 911 services available on traditional phones. It is important that you understand and agree to the conditions and limitations regarding 911 service outlined in this document.

**Warning:** *Beware that in the event that you call the Ubity 911 services and you did not enter your 911 address correctly, you could be charged a fine of \$100 per call.*

## 1 REGISTERING YOUR PHYSICAL LOCATION

First, you **must** ensure your location information, when registered with Ubity, is kept current at all times. To do so, you **must** register and maintain your physical location (civic address) by logging into the [911 addresses](#) section of the [Management](#) tab in [Studio](#), Ubity's online management portal, at the address <https://studio.ubity.com/>.

You must then link all your telephone numbers (DID) to a physical location so that the national emergency call centre can link your call and confirm a physical location. In the event you cannot talk while calling the 911 service, the national emergency call centre will send.

## 2 911 VOIP SERVICE RESTRICTIONS

Service Limitations: Voice Over Internet Protocol (VoIP) service connects through an Internet connection and not to a traditional telephone line. This is an important difference which affects the 911 Emergency Services available to you. These differences include, but are not limited to:

- The type of 911 service available to you will depend on where and how you use your phone,
- 911 emergency calling from within Canada and United States is subject to the availability of 911 service at the caller's physical location. If 911 is not available from your physical location, directly contact emergency services such as local fire department, ambulance, or police,

- 911 dialed emergency calls will be routed to a bilingual central Emergency Services Call Centre Operator who will speak with you either to confirm or determine your exact location and telephone number. This operator will then route your call to the Emergency Services Operator serving your geographic location. If you are unable to speak, emergency services personnel may not be able to locate you,
- Emergency service may be unavailable under the following conditions:
  - 911 emergency service may not be available during a power outage;
  - 911 emergency service is not available during a broadband Internet outage;
  - 911 emergency service is not available if your VoIP service or Internet service is suspended or terminated.

### 3 INSTRUCTIONS

- ✓ In an emergency, dial 9-1-1 to reach an emergency centre operator;
- ✓ Be prepared to confirm or 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 9-1-1. 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 9-1-1 service and about these user tips

Ubity's 911 service 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 Ubity's 911 services, your call is sent to a national emergency call centre. The call centre operator will verbally request or confirm your location information and then transfer your 911 call to the emergency response centre nearest your location. You should be prepared to provide or confirm your address and call-back number with the operator.

## 4 USE OF A PHONE AT ANOTHER LOCATION

If you permanently or very regularly use a telephone device including a softphone at a different physical location than the physical location stored on the Ubyty web portal, it is strongly suggested to save a separate physical location for this device. In order to do this, you **must** register and maintain your physical location (civic address) by logging into the [911 addresses section](#) of the [Management tab in Studio](#), Ubyty's online management portal, at the address <https://studio.ubity.com/>. You must then link your own specific telephone number (DID) to a physical location so that the national emergency call centre can link your call and confirm a physical location.

## 5 TEMPORARY USE OF A PHONE AT ANOTHER LOCATION

If you move your telephone device temporarily or use telephone software (softphone) at a different physical location than the one registered on Ubyty's portal, you should be ready to verbally confirm both a number where you can be recall and the address where you are calling from. It is **critical** that you understand that in the event you call 911 service, the national emergency response centre will associate your calling number to the main registered address and **not** the address where you are calling from.

## 6 CHANGING, ADDING OR PORTING A NEW NUMBER

Re-registration is required when a number is changed, a number is added or an existing number is transferred to Ubyty. Indeed, in order for 911 Dialing to function as intended, you must successfully register your location of use for each changed, newly added or newly ported number to Ubyty. Regardless of what address you have registered with Ubyty, you must register and associate an address to each new number add to your Ubyty's account. If you do not, the national emergency response centre will not receive your phone number or physical location information when you place a 911 call.

## 7 POTENTIAL USERS AT ANOTHER LOCATION

**Warning** : you should inform all potential users (employees, tele-worker and their family members and other persons who may be present at the physical location where you utilize the Ubyty service, of the important differences in and limitations of VoIP 911 Dialing service as compared with E911 service, as set out above.

## 8 911 OUTAGES

Dialing service will not function in the event of a power or broadband outage or if your broadband, ISP or Ubyty. 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.

## **9 NETWORK CONGESTION**

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.

## **10 DISCALIMER 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 Ubity 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 Ubity, its officers, directors, employees, affiliates and agents and any other service provider who furnishes services to you in connection 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.

## **11 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.