



## **AT&T Non-Nomadic VoIP Service**

### **Advisory regarding 9-1-1 dialing and limitations of Service, including those regarding 9-1-1 service capabilities**

In accordance with the regulatory requirements of the Canadian Radio-television and Telecommunications Commission, prior to making any AT&T non-nomadic VoIP Service, either with or without the optional AT&T Advanced 911 ("Advanced 9-1-1" or "**A 9-1-1**") Service (collectively, "**AT&T Non-Nomadic VoIP Service**") available to users in Canada, you are required to review this Advisory with users and have them acknowledge that they have received, understand and agree to the terms and conditions stated herein. This Advisory is also available at: [https://www.business.att.com/content/article/CHCS\\_911\\_Advisory\\_forCanada.pdf](https://www.business.att.com/content/article/CHCS_911_Advisory_forCanada.pdf).

#### **1. Description of Service.**

The AT&T Non-Nomadic VoIP Service allows you to make or receive calls to or from the public switched telephone network. The nature of VoIP telephone calls, while appearing similar to traditional telephone calling services, create unique limitations and circumstances and you acknowledge and agree that differences exist between traditional telephone service and VoIP telephone services including the operation of 9-1-1 emergency services. The following provisions describe the differences between traditional 9-1-1 service and VoIP calls with respect to 9-1-1 calls placed to emergency services using your AT&T Non-Nomadic VoIP Service either with or without A 9-1-1 services.

#### **2. Providing Information to the Public Service Answering Point ("PSAP").**

**2.1 Placing 9-1-1 Calls and How Your Information is Provided.** AT&T relies on third parties to assist in routing 9-1-1 calls to emergency response centres and a public safety answering point. When you make a 9-1-1 emergency call, the AT&T Non-Nomadic VoIP Service will attempt to automatically provide the emergency service operator with the name, address and telephone number you have provided for your AT&T Non-nomadic VoIP Service. However, for technical and other reasons as described below, the operator receiving the call may not be able to capture or retain the caller's name, phone number or the physical location. The emergency services operator will connect the caller with the 9-1-1 emergency response site that serves geographical location of the user.

9-1-1 calls placed using the AT&T Non-nomadic VoIP Service may not provide extension specific and accurate information to the emergency service operator such as identification of the particular extension from which the 9-1-1 call is placed or the building, floor or office number of the location from which the call is placed. Therefore, when making the 9-1-1 emergency call, users must immediately inform the PSAP dispatcher or emergency service operator of their location (or the location of the emergency, if different from the address of the caller).

If the user is unable to speak, the PSAP dispatcher or emergency service operator may not be able to locate the user, if the location information on file with AT&T is not up to date. If a user moves the VoIP-enabled desk top handset to another location not registered with the AT&T A 9-1-1 Service, the device will not provide accurate location information to the PSAP dispatcher or emergency service operator. The caller must provide accurate information including the location of the emergency and other details to the PSAP dispatcher or emergency service operator.

#### **3. Correctness of Information.**

Customer is responsible for informing AT&T of any changes to the Customer's contact information (including name, address and telephone number) associated with your account with AT&T. If the user does not correctly identify the actual location where he or she is located or if Customer account information with AT&T has recently changed or has otherwise not been updated and provided by Customer to AT&T, 9-1-1 calls may be misdirected to an incorrect emergency response site.

#### **4. Disconnection.**

Users must not disconnect the 9-1-1 emergency call until told to do so by the PSAP operator or emergency service dispatcher, as such dispatcher may not have the number or contact information. If the user is inadvertently disconnected, he or she must call back immediately.

Connection time: For technical reasons, including network congestion, it is possible that a 9-1-1 emergency call will produce a busy signal or will take longer to connect when compared with traditional 9-1-1 calls.



## **5. Failure of service or system access device.**

If the system access equipment fails or is not configured correctly, or if the AT&T Non-Nomadic VoIP Service is not functioning correctly for any reason, including power outages, AT&T Non-Nomadic VoIP Service outage; suspension or disconnection of service including but not limited to billing issues, network or Internet congestion, or a network or Internet outage in the event of a power, network or Internet outage; change of location of the system access equipment to a location other than that associated with the Customer service account and associated telephone number(s); the Customer or its users may need to reset or reconfigure the system access equipment before the user is able to use the AT&T Non-Nomadic VoIP Service, including for 9-1-1 emergency calls

## **6. Power or System Outage.**

Customer acknowledges and understands that a service outage for ANY reason including power outage or equipment or network outage will terminate the availability of all AT&T Non-Nomadic VoIP Service including the 9-1-1 service.

## **7. Notification and Instructions to Users & Customer's Responsibility to Provide Alternative Access to 9-1-1.**

Customer confirms it is solely responsible for informing, training and keeping users of the AT&T Non-Nomadic VoIP Service and A 9-1-1 Service (including without limitation, users with visual and cognitive disabilities) informed in a simple, user-friendly and succinct manner of the limitations and instructions stated in this Advisory, as such limitations and instructions may change from time-to-time and provide users with applicable updates or refreshers on such limitations and instructions. Customer will have and maintain in place throughout the term of the AT&T Non-Nomadic VoIP Pricing Schedule and A 9-1-1 Addendum, appropriate alternative means of making 9-1-1 calls such as, without limitation a traditional (i.e. non-IP telephony phone) or wireless phone in lieu of the AT&T Non-Nomadic VoIP Service and A 9-1-1 Service.

In addition, Customer is responsible for affixing applicable 9-1-1 warning labels to Internet-enabled phones to be used with the AT&T Non-Nomadic VoIP Service. Wording for such warning labels is set out below:

### *English language sticker*

If you call 911, the operator may not know  
your exact location.

### *French language sticker*

Si vousappelez le 911, la téléphoniste peut  
ne pas connaître votre emplacement exact.

## **8. Limitation of Liability.**

Customer acknowledges and understands the following limitation of liability provisions governing the AT&T Non-Nomadic VoIP Service and A 9-1-1 Service.

- i. AT&T will not be liable for any damages arising out of or relating to interruptions or errors in routing or completing any 9-1-1 or other emergency response calls or any other calls or transmissions. AT&T makes no representations or warranties, express or implied, specifically disclaims any representation or warranty of merchantability, fitness for a particular purpose, or that calls or other transmissions will be routed or completed without error or interruption (including calls to 9-1-1 or any similar emergency response centre).
- ii. AT&T does not have any control over whether, or the manner, in which calls using the 9-1-1 service of the AT&T Non-Nomadic VoIP Service and A 9-1-1 Service are answered or addressed by any emergency call or response centre. AT&T disclaims any and all responsibility or liability for the ability of equipment to connect to an emergency response centre, the conduct of the emergency response centre and the public safety answering point. AT&T relies on third parties to assist in routing 9-1-1 calls to emergency response centres and a public safety answering point.
- iii. AT&T disclaims any and all responsibility or liability in the event that data used by such third party to route the call is incomplete, inaccurate, incorrect or yields an erroneous or incomplete result. AT&T does not have control of Customer equipment Customer employs for use of the AT&T Non-Nomadic VoIP Service and A 9-1-1 Service or matters of force majeure.



Except for liability for proven direct damages suffered by Customer arising out of any negligent or willful act of AT&T, neither AT&T or its affiliates and their respective officers, directors, employees, agents, contractors and assigns may be held liable for any claim, damage, liability or loss and Customer hereby waives any and all such claims or causes of action, arising from or relating to the 9-1-1 service of the AT&T Non-Nomadic VoIP Service and or the A 9-1-1 Service. Customer shall defend, indemnify and hold harmless AT&T its affiliates and their respective officers, directors, employees, agents, contractors and assigns and any other service provider who furnishes services in connection with the equipment, 9-1-1 service the AT&T Non-Nomadic VoIP Service and or the A 9-1-1 Service, from any and all claims, losses, damages, fines, penalties, costs and expenses (including without limitation, counsel fees) including claims based on negligence, gross negligence, willful misconduct or recklessness, by or on behalf Customer, any user or any other third party relating to the absence, failure, interruption, non-performance or outage of the AT&T Non-Nomadic VoIP Service and or A 9-1-1 Service, including without limitation 9-1-1 service of the AT&T Non-Nomadic VoIP Service and or A 9-1-1 Service for incorrectly routed, incorrectly entered, incomplete or inaccurate user address information and/or the inability of any user to be able to use 9-1-1 service or access emergency service personnel.

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