

## **ECI Hosted 911 Service Agreement**

911 emergency service over a VoIP/ECI Hosted phone (Internet) has certain limitations compared to Enhanced 911 services available on most traditional phones. It is important that you read and understand the conditions and limitations regarding 911 service outlined in this service agreement.

### **911 Service Description**

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 ECI's 911 service, your call is sent to a national emergency call centre. The call centre operator will confirm your location information and then transfer your 911 call to the emergency response centre closest to your location. You should be prepared to confirm your address and call-back number with the operator. Do not hang up unless told directly to do so and if disconnected, you should dial 911 again.

### **Customer Responsibilities**

You should ensure your location information, when registered with ECI, is kept current at all times. In case you are not able to speak during the 911 call, the call taker would dispatch emergency response vehicles to your last registered address. You need to update your 911 Dialing information if you move to a different location and/or if you add a new line to your account.

### **Power or Internet Connection Outage**

Remember that 911 Dialing service will not function in the event of a power or internet outage or if your internet connectivity, ISP, or ECI service is suspended or terminated. Following a power failure or disruption, you may need to reset or reconfigure your Device prior to utilizing the service, including 911 Dialing. Due to technical reasons, including network connection, it is possible a 911 emergency call will produce a busy signal or take longer to connect than traditional 911 calls.

You should inform any employee, guest, and other persons who may use the ECI service either at the physical location registered or at another location of the important differences in and limitations of ECI Hosted 911 Dialing services as compared with E911 service as discussed above.

### **Limitation of Liability and Indemnification Pertaining to the 911 Service**

Neither ECI, 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, 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 ECI. Subject to the provisions of this agreement, ECI 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 ECI, its affiliates, and their respective officers, directors, employees, agents, legal representatives and any other service provider that offers services to the Customer or ECI 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 dialing 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.

### **911 ECI Hosted 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 ECI Hosted service and Internet service is configured and initialized correctly.

Inform all other users and potential users of the limitations of ECI Hosted 911 service and about these user tips.

Display the ECI Hosted 911 warning sticker on the phone set or in a location that is clearly visible to all users and potential users.

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