

NEC UNIVERGE BLUE Cloud Services

IMPORTANT INFORMATION regarding calls to 000 (Emergency Services)

This document provides very important information about calls to 000 (Emergency Services) using the Internet phone service of NEC Australia Pty Ltd (“NEC” or “Company”), included as part of NEC’s UNIVERGE BLUE™ CONNECT Unified Communications and Cloud PBX services. This document also describes the steps that you, as a customer of this service (“You” and “Your”), should take **to ensure Your safety and the safety of Your employees and visitors.**

Capitalized terms used in this document but not otherwise defined have their respective meanings set forth in the Master Service Agreement between You and Company or Company’s reseller. **Note that this document is incorporated into the terms of Your Master Service Agreement and creates a legally binding obligation on You.**

Limitations of Univerge Blue service to make a 000 call:

The NEC Univerge Blue service can be used to make a 000 emergency call. However, calls to 000 using an internet-based voice service have the following limitations, which may prevent You from making an emergency call:

- Loss of electrical power;
- Loss of Internet connection for any reason;
- Termination of Your internet service by your broadband or Internet Service Provider (“ISP”);
- Defective or misconfigured customer premises equipment or software;
- Network congestion;
- Delays from updating Your registered Service Address;
- Non-voice equipment, such as security systems and medical monitoring equipment;
- Simultaneous use of one line with multiple pieces of equipment;

Because of these limitations, NEC recommends that You have a charged mobile phone available, which can be used in the event that an emergency call has to be made. NEC accepts no responsibility if You are unable to make or receive emergency calls via the Univerge Blue service because of a service disruption to Your power source or internet service.

Customer’s acknowledgements regarding the use of Univerge Blue service to make a 000 call:

You acknowledge, agree and accept:

- a. It is Your responsibility to obtain and maintain:
 - (i) a mobile phone service that can be used as an alternate method of dialing 000; and
 - (ii) an internet service which meets the minimum specifications and bandwidth requirements contained in <https://kb.univerge.blue/en-gb/article/2951>
- b. To notify NEC of the physical location/ street address where the Services will be utilized by You. If You relocate the Services to an alternate location, You will notify NEC of the new street address, city, and region/state (“Service Address”) within ten (10) Business Days of the relocation. This initial and any subsequent information will be provided by NEC to the Australian Communications and Media Authority (‘ACMA’);

- c. To register the location for each phone line, noting that You may only register one location per phone line.
- d. You will notify all of your users, that if they move a device to another location or transfer a phone number, they will inform You and You in turn, will update the details by using Your online account portal. You understand that if You (or Your users) do not update location information, Your calls for an emergency service may result in responders being delayed in responding, or unable to respond, to the reported emergency.
- e. You can check Your emergency service activation status from time to time, by logging in to Your account and dialing the test number we provide to you. For clarity, this test number will not be 000,

Connecting the Univerge Blue voice service to multiple devices or endpoints:

The Univerge Blue voice service can be connected to multiple devices and endpoints. However, there are service limitations with regard to the use of such devices or endpoints that You need to understand:

- While You might have access to multiple devices as part of the service on which Your telephone number would appear (office, home, desktop, mobile), only one service address is supported per telephone number.
- You must instruct NEC to register the correct service address for each user's telephone number within the Company portal. Usually this address is the same as the location of Your or Your User's primary device; typically the office phone.
- Emergency calls are supported from NEC's Unified Communications desktop application, Unified Communications mobile application, or desk phone configured for use by You. Note that You or one of Your Users dialing for Emergency Services from any of these devices may have to verbally share their current location with an Emergency Services operator. If You or Your User is unable to communicate his/her location to the operator, the operator may not be able to dispatch emergency services to assist You or Your User and You or Your User may not receive emergency services he/she requires in a timely manner, or at all.