

NEC UNIVERGE BLUE Cloud Services

IMPORTANT INFORMATION regarding calls to Emergency Services

This document provides very important information about calls to Emergency Services instances using the Internet phone service of NEC Nederland B.V. (“Company”), included as part of Company’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”), 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.**

Dear Customer:

The provisions for placing calls to Emergency Services provided by Company differ from the emergency calling services provided by a traditional telephone company. **These differences may have an adverse impact upon the ability or timeliness of Emergency Services to respond to or assist You or others in the event of an emergency.** In addition, due to limitations on technology, the location reported by Company to the public safety dispatcher for Your telephones may not include a user’s specific location within a business premise. For this reason, it is important that You carefully follow the instructions below.

- As part of the process of subscribing to our voice services, You provide us with the street address, city, and region/province/state (“Service Address”) where You will be using Your Company voice service. However, when You dial for emergency service, the Emergency Services Response Center (ESRC) may not be equipped to automatically receive Your telephone number and address, and public safety dispatchers answering the call may not be able to access Your telephone number and/or registered address. Therefore, You must be prepared to supply this information on the call. Until You supply the public safety dispatchers with Your phone number and address, the dispatcher may not be able to send help, and they may not be able to call You back if the call is disconnected or dropped.

For the purposes of calls to Emergency Services, and to ensure the safety of You, Your employees, and Your visitors, You must register with Company the physical location where each user will utilize Company’s service with each phone line. Company will register the physical location or Service Address that You provide as part of subscribing to our service. **Please note that it is Your responsibility to confirm the accuracy of Your Service Address upon initial registration, and upon any further changes, additions, or transfers of phone numbers.** You can do this by using Your online account portal. In addition, it is Your obligation to require each user to provide Company with their specific location within Your premises in the event of an emergency. It is Your responsibility to inform each user that when the user moves the device to another location, the user must inform You, and in turn, it is Your obligation to update Your registered address. It is Your responsibility to update Company promptly when You or any user changes the physical location to which service is provided. If You (or Your users) do not update location information, Your calls for emergency service may result in responders being delayed in responding, or unable to respond, to the reported emergency. You may register only one location at a time for each phone line. To be clear, You must re-register the Service Address with Company each time the Service Address changes. Please note that this is standard and customary practice for any Internet-based voice service, and it is designed to keep You, Your employees, and Your visitors safe in case of an emergency.

With Company's Unified Communications service, You have the ability to connect Your voice service to multiple devices and endpoints. Please note the following important service limitations with regard to the use of such devices or endpoints:

- 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 register (or instruct Company 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 Company'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 should be prepared 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.

Calls to Emergency Services over Internet-based voice service have several limitations. Such limitations, including those discussed above, may prevent You from making emergency calls and include but are not limited to any of the following:

- Loss of electrical power
- Loss of Internet connection for any reason
- Termination of Your account by your broadband ISP or by Company
- 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
- The failure of the ESRC to answer Your calls
- Failures of third parties responsible for routing emergency calls

You should advise all of Your employees, invitees, guests, visitors, and every other person who visits Your facility and/or who may make calls using the service of the limitations described above.

You acknowledge and agree that if You are not comfortable with the limitations of Company's internet phone services with regards to calls requesting emergency service, that You should always have an alternative means of accessing public emergency services. To ensure that You and Your Users have access to emergency services, You acknowledge and accept that it is Your sole responsibility to purchase, from a third-party separately from Company, traditional wireless or landline telephone service as a backup means of completing emergency calls. If the Service is used in a home office environment, it is not intended to be used for personal, residential, nonbusiness or nonprofessional commercial use. A home office user must provide alternative arrangements for residential emergency calls.

To check Your emergency service activation status, log in to Your account or call support.