

IMPORTANT 9-1-1 INFORMATION

We want to make sure that you are aware of important differences in the way 9-1-1 service operates with a VoIP phone when compared with traditional telephone service. Here's what you need to keep in mind:

Differences between traditional 9-1-1 service and VoIP phone 9-1-1

With traditional phone services, your 9-1-1 call is sent directly to the nearest emergency response center. With VoIP phone service, your 9-1-1 call is forwarded to a third-party service provider that will automatically or manually route your call to the emergency response center.

Remember to provide your location

Because you can move your VoIP phone between locations and because, for technical reasons, the emergency operator may not have your name, location or contact information available, you must immediately inform the emergency operator of your location and contact number any time you call 9-1-1. Do not risk sending police or ambulance services to the wrong location.

Be prepared during any service interruption

VoIP phone service depends not only on your continued subscription (and payment) for the service, but also on Internet connectivity and power to function. In the event of power, network, or Internet outages (including congestion), or if your service is disconnected or suspended due to non-payment, you may experience a failure, disruption or delay in your 9-1-1 service. We recommend that you keep an alternative phone service (such as a cellular telephone) handy to increase the reliability of your access to emergency services during any service interruption.

Do not disconnect

Until you are told to do so by an emergency dispatcher, do not disconnect your 9-1-1 call. If you are inadvertently disconnected, call back immediately.

Keep your service address up to date

Mitel will attempt to provide the emergency operator with your service address, so please ensure that your information on file with us is always accurate and updated. If you do not do this (for example, if you are unable to speak during a 9-1-1 call), the emergency operator may assume that you are calling from the last registered address.

Inform other users

You must notify members of your company and other potential users of your VoIP phone service of the nature and limitations of 9-1-1 emergency calls. To make this easier, attach the included stickers in a visible location on your telephone sets.

Limitations of liability

Mitel's MiCloud Services – Global Terms of Service, in particular Sections three and twelve therein, limit and disclaim Mitel's liability related to VoIP 9-1-1 service, so please read these carefully. For a complete description of our VoIP 9-1-1 service, please also see Mitel's Global Terms of Services.



The Global Terms of service are available at available at www.mitel.com/legal/mitel-cloud-services-terms-and-conditions.