



## EQUI-TEL INC.

### IMPORTANT INFORMATION REGARDING 9-1-1 SERVICE

We want to make sure that you know the important differences between the operation of the 9-1-1 VoIP service and the traditional 9-1-1 service. Here's what you need to know

#### DIFFERENCES BETWEEN SERVICE 9 - 1 - 1 TRADITIONAL AND SERVICE 9 - 1 - 1 V O I P.

In the case of traditional telephone services, your 9-1-1 call is routed directly to the nearest emergency call center. In the case of VoIP service, your 9-1-1 call is forwarded to a third-party service provider that automatically or manually routes your call to the emergency call center

#### DO NOT FORGET TO VERIFY THE ADDRESS AND LOCATION WHERE YOU ARE.

As you can move from one place to another with your VoIP phone service, for technical reasons, the emergency call center operator may not have your name, address or contact information. Therefore, when using 9-1-1 service, you must immediately inform the emergency call center operator of the address of your current location and contact information. Do not run the risk of sending the police or ambulance to the wrong address.

#### BE PREPARED FOR ANY INTERRUPTION OF SERVICE.

And the power network. In the event of a power outage, network failure or Internet failure (including network congestion), or in the event of a disconnection due to non-payment, you may be unable to access 9-1-1 service or you may have trouble getting 9-1-1 service. We recommend that you have a spare phone service (such as a cell phone) at your fingertips to increase the reliability of your access to the emergency service in the event of a service disruption.

Network failure or Internet failure (including network congestion), or in the event of a disconnection due to a default, you may be unable to access the 9-1-1 service or May find it difficult to get 9-1-1 service. We recommend that you have a spare phone service (such as a cell phone) at your fingertips to increase the reliability of your access to the emergency service in the event of a service disruption.

#### DO NOT HANG UP.

Do not end your 9-1-1 call before the emergency call center dispatcher allows it. If you lose the communication by accident, call again immediately.

KEEP THE ADDRESS IN YOUR UPDATE  
SUBSCRIPTION FILE.

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Equi-Tel inc. Will endeavor to provide the address that appears in your subscription file to the emergency call center operator; Therefore, make sure that this information is always accurate and up-to-date. Failing to comply with this

requirement (and, for example, if you are unable to Talk at the time of your 9-1-1 call), the emergency call center operator may believe that you are at the last address in your subscription file.

INFORM OTHER USERS.

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You must inform the members of your household and any potential users of your VoIP phone service about the nature and limitations of 9-1-1 emergency calls. To make it easier, attach the attached stickers in a visible place on your telephone devices.

LIMITATION OF LIABILITY.

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In no time Equi-Tel inc. Shall be liable to you or any third party for any damages of any kind arising out of an inability to use its VoIP service or to access the 9-1-1 emergency service of that service if you or the third party does not comply All the above-mentioned directives. The same applies if you do not use equipment provided by Equi-Tel inc. For the setting up of its VoIP service. Subject to the foregoing, Sections 1.2.15 and 1.2.16 of the General Tariff of Equi-Tel inc. Establish the limits of its liability for the services it provides. Please read these articles carefully.