



# 9-1-1 Emergency Service

This Service Explanation is for the use of telMAX Emergency Services offered as part of telMAX phone (MAXtalk)

## 9-1-1 Service Explanation

9-1-1 emergency calling using the Service provides a more limited form of 9-1-1 emergency calling than that available using traditional wireline 9-1-1 emergency calling.

You acknowledge and understand that when you dial 9-1-1 using the Service, your 9-1-1 emergency call will be subject to the following limitations:

1. Your 9-1-1 emergency call will be routed to a third party call centre agent designated by telMAX (an "Operator") before being transferred to the appropriate Public Service Answering Point (PSAP); The use of a call centre increases delays related to handling of 9-1-1 emergency calls and thus increases the risk to the individual in an emergency calling situation;
2. Unlike traditional wireline 9-1-1 emergency calling, the Service will not automatically provide such Operator with your address and telephone number. You must orally provide the Operator with your address and telephone number. Once you have successfully provided the Operator with all of the required information, the Operator will route your call to the appropriate PSAP which serves the address you have provided;
3. When making a 9-1-1 emergency call, do not hang up until requested to do so, and if you are prematurely disconnected, you must call back. The Operator and PSAP do not have an automatic callback capability;
4. The 9-1-1 emergency call may not be handled by the PSAP in the same way as traditional wireline 9-1-1 services;
5. 9-1-1 emergency calls made from locations outside of Canada cannot be completed by the Operator. The caller will be told to use an alternate service to dial 9-1-1;
6. If there is a power outage, such outage will prevent all elements of the Service, including 9-1-1 emergency calling from working; and
7. The Service utilizes an Internet connection and the public Internet. As a result, there is a greater possibility of network congestion, other types of service outages and /or reduced speed in the routing of a 9-1-1 emergency call as compared to traditional wireline 9-1-1 emergency calling.