

## 1. SIPT-Canada Service 911 Limitations

- A. 911 Limitations.** SIPT-Canada Service completes telephone calls using Voice over Internet Protocol technology. SIPT-Canada Service is fundamentally different from traditional telephone service and has inherent limitations. SIPT-Canada Service does not support 911 emergency dialing or other emergency functions in the same manner as traditional wireline services. SIPT-Canada Service may not support 911 emergency dialing for all Customer locations. Sprint cannot install SIPT-Canada Service in areas where 911 emergency dialing is not supported. Canada SIP Trunking, including 911 calls, may be unavailable or limited in some circumstances, including the circumstances described below.
- By signing the Agreement, Customer certifies its awareness of the SIPT-Canada Service limitations.
- B. Warning Labels.** Sprint provides Customer with warning labels regarding the limitations or unavailability of 911 services. Customer will place labels on or near each device connected to Canada SIP Trunking.
- C. End User Affirmative Acknowledgment.** Customer must notify End Users of SIPT-Canada Service about the 911 limitations of SIPT-Canada. Customer must obtain and keep a record of affirmative acknowledgment by every End User, both new and existing, of having received and understood the advisory of the circumstances under which 911 services may not be available, as set forth in this “SIPT-Canada Service 911 Limitations” section. An example of an End User Acknowledgment of 911 Service and Limitations is attached as Appendix 2 (Example End User Acknowledgment of 911 Service and Limitations). Customer must retain the affirmative acknowledgment, including after the Agreement terminates or expires. Upon Sprint’s request, Customer agrees to produce promptly the acknowledgments.
- D. Registered Location.** Sprint requires a valid Canada Postal Service and or Master Street Address Guide address (“**Registered Location**”) for all local telephone numbers assigned to Customer to provide Canada SIP Trunking. The mechanism for routing 911 calls to the correct Public Safety Answering Point (“**PSAP**”) is the Registered Location at the time a 911 call is placed. The routing of calls relies on the Registered Location information when communicating with emergency operators. If the Registered Location has not been updated, is not complete, or is not accurate, the 911 call may route incorrectly.
- E. Placing 9-1-1 calls:** When a 911 emergency call is placed, the VoIP service will attempt to automatically route the 911 call through a third-party service provider to the Public Safety Answering Point (“PSAP”) corresponding to the Registered Location on the account. However, due to the limitations of the VoIP telephone services, the 911 call may be routed to a different location than that which would be used for traditional 911 dialing. For example, the call may be forwarded to a third-party specialized call center that handles emergency calls. This call center is different from the PSAP that would answer a traditional 911 call which has automatically generated address information, and consequently, the end user may be required to provide name, address, and telephone number to the call center.
- F. Relocation of Registered Location.** If an address changes, Customer must notify Sprint 5 days in advance of the change and submit a new Registered Location for that telephone number. The SIPT-Canada Service must not be used at any location other than the Registered Location. If a Customer changes the location of an office associated with a telephone number, in certain circumstances Sprint may require a new telephone number or Sprint may not be able to provide SIPT-Canada Service to the new location. This service is a fixed, non-nomadic service.
- G. Provision of Information.** The VoIP service will attempt to automatically provide the PSAP dispatcher or emergency service operator with the name, address and telephone number associated with the Customer account. However, for technical reasons, the dispatcher receiving the call may not be able to capture or retain the name, phone number or physical location. Therefore, when making a 9-1-1 emergency call, the End User must immediately inform the dispatcher of the location. If the End User is unable to speak, the dispatcher may not be able to locate the End User if the location information is not up to date.
- H. Database Updates.** If Customer does not correctly identify the physical location when defining the Registered Location,

911 calls through SIPT-Canada Service may not reach the correct PSAP. During initial activation of SIPT-Canada Service and following updates to the Registered Location information, there is a delay before complete and accurate automatic number and location information is provided to the local emergency service operator.

- I. **Connection Failures.** SIPT-Canada Service will not be able to make calls if Customer loses its connection to Sprint's network. Due to internet congestion and network design issues, 911 calls placed through SIPT-Canada Service may sometimes produce a busy signal, experience unexpected answering wait times, or take longer to answer than 911 calls placed through traditional telephone networks.
- J. **Loss of Electrical Power.** SIPT-Canada Service will not operate if SIPT-Canada Service or other Canada SIP Trunking-enabling equipment has lost electrical power. After a power outage, Customer may need to reset or reconfigure enabling equipment or devices before being able to use Canada SIP Trunking.
- K. **Off-Net Functionality Limited.** Sprint cannot provide off-net SIPT-Canada Service functionality to Registered Locations where Sprint cannot connect SIPT-Canada Service to the PSAP designated to receive 911 calls for the Registered Location.
- L. **PSAP Limitations.** The PSAP designated to receive 911 calls for a particular Registered Location through SIPTCanada Service may not have a system configured for Enhanced 911 services. The PSAP may not be able to capture or retain ANI/ALI or otherwise determine the phone number, Registered Location, or physical location of the caller.
- M. **Unique Telephone Number Requirement.** As a Canada Sip Trunking user that has multiple geographical different site(s), Customer must purchase at least 1 unique telephone number per differing address and ensure that all correct address information is associated to that address Telephone number. The Customer is also solely responsible for ensuring that the correct telephone number caller id is passed representing the site where 911 request originates from.
- N. **Functionality Limitations.** For technical reasons, the functionality of 9-1-1 VoIP emergency calls may cease or be curtailed in various circumstances, including but not limited to: Failure of service or Customer service access device - if system access equipment fails or is not configured correctly, or if VoIP service is not functioning correctly for any reason, including power outages, VoIP service outage, suspension or disconnection of service due to billing issues, network or Internet congestion, or network or Internet outage in the event of a power, network or Internet outage; Customer may need to reset or reconfigure the system access equipment before being able to use the VoIP service, including for 9-1-1 emergency calls.