

9-1-1 Emergency Calls Using Allstream's VoIP Based Services in Canada

Definitions

“Fixed Native VoIP Service” as defined in CRTC Decision 2005-21, is VoIP service used from a fixed address with a telephone number that is native to one of the exchanges within the customer's PSAP serving area.

“Fixed Non-Native VoIP Service” as defined in CRTC Decision 2005-21, is VoIP service used from a fixed address with a telephone number that is not native to one of the exchanges within the customer's PSAP serving area.

“Nomadic VoIP Service” as defined in CRTC Decision 2005-21, is VoIP service used on a nomadic basis, where the customer does not necessarily make calls from a fixed address.

Limitations of VoIP 911 Service

By purchasing SIP Trunking Services from Allstream, the Customer acknowledges that the service is provisioned in a manner that cannot guarantee that the caller's address is in the exchange native to its telephone number. Pursuant to telecom decision CRTC 2005-21, this type of telephone service is classified as a Nomadic or Fixed Non-Native VoIP service due to the fact that the endpoint location may change. Allstream provides the Customer with access to VoIP 9-1-1 Emergency Services in accordance with this regulation, so long as it shall remain in effect. Allstream will continue to follow industry regulations, guidance and best practices for the proper handling and treatment of 9-1-1 for Nomadic and Fixed Non-Native VoIP Services as they evolve and are adopted by the industry. Notwithstanding the foregoing clause, and recognizing the limitations of VoIP 9-1-1 as outlined below, VoIP 9-1-1 may be utilized in Fixed Native applications.

VoIP 9-1-1 service has certain limitations relative to the enhanced 9-1-1 service that is available on most traditional telephone service. These limitations apply to Allstream's VoIP based services such as SIP Trunking, Hosted Collaboration Suite, MiCloud, and VoIP Access.

All 9-1-1 emergency calls that are made using Allstream's VoIP services will be routed to a trained emergency services operator. If Customer or End User are using Allstream's VoIP services to make a 9-1-1 emergency call, Customer or End User must verbally provide the operator with its location (since the endpoint location may change), so that the operator can route the call to the appropriate local 9-1-1 response centre serving the geographical area where the caller is located.

Customer agrees that it is aware that 9-1-1 emergency calls that are made using Allstream's VoIP services may take longer to be connected to the correct 9-1-1 response centre than calls made using a traditional wire line telephone. As well, the operation of Allstream's VoIP services are subject to the availability of Customer or End User's network, which may be affected by power outages or other interruptions which may impact the Customer or End User ability to place calls. If Customer or End User makes a remote VoIP based 9-1-1 emergency call (i.e. a call made from outside the local area network) from outside Canada or from a location within Canada that is not served by 9-1-1, the operator will not be able to complete this 9-1-1 emergency call.

For these reasons, it is advisable to use a traditional wire line telephone for 9-1-1 emergency calls whenever possible.

Customer should also be aware that it is the obligation of the subscriber to Allstream's VoIP services to inform all End Users and potential users of these services about the nature and limitations of these services for the purpose of 9-1-1 emergency calls, as described above.

Allstream will not be responsible or liable for any damages, costs, claims, losses or expenses (including, without limitation, any indirect, special, consequential, incidental, economic or punitive damages) that arise from, or are due to, any omissions, interruptions, delays, errors or defects in transmission of any 9-1-1 emergency call that is made using Allstream's VoIP services.

The Customer is responsible for providing the End User's address information to Allstream to address demands from emergency services authorities whenever required by such authorities. Allstream shall not be responsible to maintain up to date address information for the Customer or End User.

The Customer's private switch shall send the Allstream local switch ("Switch") the correct calling party number in 10-digit format.

The Customer shall designate the Billing Telephone Number (BTN) as the default number with the service point address of the circuit as the central location for each trunk group. This default number is sent by the Allstream Switch to the emergency services operator in the event that the Switch does not receive a calling party number from the End User or if the calling party number is invalid, or if the caller is unable to provide their location.

The Customer and the End User agree and acknowledge that 9-1-1 Service is not available in all areas where VoIP Service is available. The customer acknowledges and accepts the limitations around 9-1-1 service.

Reselling Services

Customer reselling SIP Trunking Services agrees to comply with all regulatory requirements, including the terms and conditions contained in the following document posted on www.allstream.com: ***Resale of Allstream SIP Services in Canada and in the United States.***

Customer hereby agrees to abide by all existing and future obligations with respect to 9-1-1 service, particularly the obligations applicable to non-carriers set out in the Appendix to Telecom Regulatory Policy 2016-12. Customer acknowledges that Allstream is required to report, in a timely manner, non-compliance by non-carriers with these obligations, whether actual or suspected, by letter addressed to the Secretary General, including the name and contact information of the non-carrier, as well as any details regarding the alleged non-compliant behavior, and to implement any remedial directions from the CRTC.
