



Advisory Regarding Access to 911 Emergency Services Using Allstream VoIP Based Services in Canada

This Advisory is provided to advise Customers of the potential limitations of 911 service when access is attempted over a Voice over Internet Protocol ("VoIP") connection or VoIP Customer Premise Equipment ("CPE"). 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 911 emergency call that is made using Allstream's VoIP services or CPE.

Definitions:

"Fixed Native VoIP Service" 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" 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" is VoIP service used on a nomadic basis, where the customer does not necessarily make calls from a fixed address.

For purposes of this Advisory, **"Customer"** means the entity signing the Service Order (as defined in the Master Service Agreement posted at www.allstream.com) and **"End User"** means the Customer's members, End Users, customers, or any other third parties who use or access the VoIP services or CPE, or access the Allstream network via the services or CPE.

"Registered Location" means the current address (and other location information if applicable) provided by Customer or Customer's End User to Allstream and/or submitted via a Customer and End User portal. Allstream shall not be responsible to maintain up-to-date address information for the Customer or End User.

The Customer Acknowledges and Accepts the Following Limitations of VoIP 911 Service:

By purchasing VoIP service or VoIP CPE 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. This type of telephone service is classified as a Nomadic or Fixed Non-Native VoIP service, as the endpoint location may change. Allstream provides the Customer with access to VoIP 911 emergency services in accordance with applicable regulations.

The Customer acknowledges that 911 service is not available in all areas where VoIP service is available. It is advisable to use a traditional wireline telephone or another means for reaching 911 emergency services whenever possible.

VoIP SERVICES, WHICH CAN INCLUDE FIXED OR NOMADIC SOLUTIONS THAT RELY ON END USER LOCATION CHANGES FOR ACCESS TO EMERGENCY SERVICES, MAY NOT ALLOW YOU TO REACH EMERGENCY SERVICES IN CERTAIN SITUATIONS; DEATH OR SERIOUS INJURY MAY OCCUR IF CUSTOMER OR END USER DOES NOT HAVE AN ALTERNATIVE MEANS OF REACHING 911 EMERGENCY SERVICES.

SERVICE OUTAGE AND/OR BROADBAND CONNECTION FAILURE: 911 service may not be available during a service outage or broadband connection failure, including situations beyond Allstream's reasonable control and ability to predict, such as fiber cuts, weather/storm outages or equipment malfunctions.

LOSS OF ELECTRICAL POWER: In the event of an electrical power failure or disruption, 911 service may not be available to the VoIP Customer or End User until power is restored. Customer or End User may also need to reset or reconfigure network equipment to restore 911 service.

RELOCATION OF END-USER'S IP-COMPATIBLE CPE: If Customer or End User makes a VoIP based 911 emergency call from outside the local area network, from outside Canada, or from a location within Canada that is not served by 911, the operator will not be able to complete the call. If Customer or Customer's End User moves a Nomadic, non-fixed telephone and/or IP-compatible CPE to a new location other than the Registered Location, the 911 emergency response address associated with the CPE telephone number may be incorrect. For 911 dialing to work properly, the 911 emergency response or service address within the 911 database must correspond to the physical location of the calling party.

CUSTOMER'S INCORRECT LOCATION REGISTRATION OR FAILURE TO UPDATE ITS EMERGENCY RESPONSE SERVICE LOCATION OR ADDRESS INFORMATION WITHIN THE 911 DATABASE: Current address information must be provided to Allstream or updated via the applicable Customer and End User portal when the CPE location changes. If the service is used at a location other than the Registered Location, or if CPE is moved within the Registered Location and not reconfigured, Customer is responsible for any use of VoIP service at the non-Registered location. Company shall not be liable for such use, as failure by the Customer or End User to update the CPE location will prevent calls for emergency response services from routing correctly.

911 PROVISIONING INTERVALS: UPDATES TO THE REGISTERED LOCATION DO NOT OCCUR IMMEDIATELY due to time required to update 911 databases. Following service activation and/or subsequent location updates by Customer or End User, there may be a delay in updating the 911 database and 911 service will not be available. ALLSTREAM RECOMMENDS THAT CUSTOMER AND END USERS ALWAYS HAVE AN ALTERNATIVE MEANS OF REACHING 911 EMERGENCY RESPONSE SERVICES.

END USER AWARENESS: Customer will notify all End Users of the limitations to access emergency response services as described in this Advisory. Customer should provide End Users with a copy of this Advisory or place a copy near all VoIP CPE. End Users must immediately tell the emergency response agency their phone number and specific location of the emergency to ensure emergency responders can reach the End User.

Customers using a private switch shall send the Allstream local 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.

Reselling Services

Customers reselling Allstream's VoIP services agree 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 shall abide by all existing and future obligations with respect to 911 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.