

E911 Emergency Service Limitations

Decibell.ca is an internet-based telephone service that offers many advantages compared to a regular telephone service. However, there are some limitations that you must be aware of, especially if you are using Decibell.ca as your primary telephone service. These limitations are as follows:

Placing 9-1-1 Calls

When you make a 9-1-1 emergency call, the Decibell.ca E911 service will attempt to automatically route your 9-1-1 call through a third-party service provider to the Public Safety Answering Point (“PSAP”) corresponding to your address of record provisioned in your account. However, due to the versatility of the Decibell.ca E911 services, your 9-1-1 call may be routed to a different location than that which would be used for traditional 9-1-1 dialing.

For example, your call may be forwarded to a third-party, specialized call centre that handles emergency calls. This call centre is different from the PSAP that would answer a traditional 9-1-1 call which already has your address information on file. Consequently, you may be required to provide your name, address, and telephone number to the call centre, especially if the provisioned address is not up to date or was not provided at all.

How Your Information is Provided

The Decibell.ca E911 service will attempt to automatically provide the PSAP dispatcher or emergency service operator with the name, address and telephone number associated with your account. However, for technical reasons, the dispatcher receiving the call may not be able to capture or retain your name, phone number or physical location. Therefore, when making a 9-1-1 emergency call, you must immediately inform the dispatcher of your location (or the location of the emergency, if different). If you are unable to speak, the dispatcher may not be able to locate you if your location information is not up to date.

Correctness of Information

You are responsible for providing, maintaining, and updating correct contact information (including name, physical address and telephone number) with your account. If you do not correctly identify the actual location where you are located, or if your account information has recently changed or has otherwise not been updated, 9-1-1 calls may be misdirected to an incorrect emergency response site.

Disconnection

You must not disconnect the 9-1-1 emergency call until told to do so by the dispatcher, as the dispatcher may not have your number or location information. If you are inadvertently disconnected, you must call back immediately.

Connection Time

For technical reasons, including network congestion, it is possible that a 9-1-1 emergency call will produce a busy signal or will take longer to connect when compared with traditional 9-1-1 calls.

9-1-1 Calls May Not Function

For technical reasons, the functionality of Decibell.ca E911 services may cease or be curtailed in various circumstances, including but not limited to:

- Technical problem or misconfiguration of equipment owned by the client.
- Technical problem of misconfiguration of a third-party PBX managed by the client.

- Power outages causing interruption of any of the equipment on the client premises.
- Decibell.ca service outage, suspension or disconnection of your service due to billing issues, network, or Internet congestion.
- Network or Internet outage in the event of a power, network or Internet outage.

9-1-1 Call Charges

Responsibility of e911 Emergency service provisioning is assumed by account owner at all time under any circumstance.

There is no fee for an emergency call to 911 through your Decibell.ca service if it is properly provisioned for the E911 emergency service.

However, charges of \$95.00 CAD per call will be added to your account for any call to 911 made without valid motive, any calls made for test purpose and any call made with an account that has not been provisioned.

DO NOT DIAL 911 UNLESS YOU HAVE A REAL EMERGENCY

Inform Other Users

You are responsible for notifying, and you agree to notify, any user or potential users of your Decibell.ca E911 services and limitation of 9-1-1 emergency calls on the Decibell.ca services as described herein.

Limitations of Liability

[Decibell.ca's terms of service](#) limit and disclaim liability related to Decibell.ca E911 service, so please read these carefully. If you do not understand and agree with the limitations of the Decibell.ca E911 service, you should consider alternate means of accessing traditional 9-1-1 services or terminating your Decibell.ca service.

We are providing this information to you before we render service operational so you are aware of these limitations and can make the necessary arrangements in the event that any of the above situations occur at your home.

I hereby, _____ that

I have read all the information's above and I agree to sign for the service.

City: _____ Date: _____

Signature: _____