

IMPORTANT INFORMATION ABOUT YOUR EMERGENCY 9-1-1 SERVICE

Digital Home Phone works like a traditional land line phone; however it is different in that it connects to the Internet, not a telephone line. There are several important factors to consider regarding the impact of this service on your emergency calls.

Make sure that you understand any 9-1-1 limitations of your service and make all other potential users of the service aware of these limitations.

Basic 9-1-1 Service

The type of 9-1-1 service available to you regardless of how you use your Digital Home Phone service is Basic 9-1-1.

If you dial 9-1-1, you will be automatically routed to a specialized call centre that handles emergency calls. This call centre is different from the Public Safety Answering Point (PSAP) that would answer a traditional emergency call. You will be required to provide your name, telephone number and address to the call centre operator.

The call centre operator will confirm your location information and then transfer your 9-1-1 call to the emergency response centre nearest your location. In case you are not able to speak during the 911 call, the call taker will dispatch emergency response vehicles to your last registered address

If you are using your Digital Home Phone service at multiple locations your 9-1-1 service will still work although you will need to communicate the physical location that you are placing the 9-1-1 call from for help to be dispatched.

9-1-1 ACCESS LIMITATIONS

9-1-1 Service will **NOT** be available if your Internet connection is down or your Digital Home Phone service is not available, e.g. in the case of a power failure.

9-1-1 Service may not be available when calling from outside Canada.

If you change the address from which you use your Digital Home Phone service, your access to 9-1-1 Service will change and will not work properly.

Upon any move to a new address, or change of use of your Digital Home Phone service, immediately advise Primus by logging into your [web portal](#).

If you fail to advise Primus of any changes, this will adversely affect your ability to access 9-1-1 Services.

USER TIPS

- In an emergency, dial 9-1-1 to be connected to the emergency services call center operator.
- During the 9-1-1 call, do not hang up until told to do so.
- If you get disconnected, redial 9-1-1 immediately.
- Be prepared to confirm your name, location and call-back number with the operator who answers the 9-1-1 call since the operator may not have this information.
- Make sure that your location information is always kept current with Primus since the emergency operator may assume that you are at the last registered address if you are not able to speak during a 9-1-1 call.

Please consult the [web portal](#) for your 9-1-1 Service information

Applicable only to residents of Quebec:

Except for damages resulting from Primus' own act and in accordance with applicable law, Primus and its affiliates will not be liable to you or any third party for any failure to obtain access to the 911 service selected by you.

Not applicable to residents of Quebec:

Primus and its affiliates will not be liable to you or any third party for an injury, death or damage to persons or property related to the 911 service selected by you.