

1. INTRODUCTION

- 1.1 Welcome to the Six Degrees' Acceptable Usage Policy.
- 1.2 We are a provider of IT services, including managed cloud hosting, co-location services in our data centre, connectivity and unified communications.
- 1.3 This guide is intended to guide you through the Emergency Calling obligations associated with Unified Communications (UC) services along with any limitations of the service.
- 1.4 Please note that this guide is not:
 - (a) an exhaustive guide to the regulatory obligations in any country;
 - (b) product specific assessment of emergency call obligations;
 - (c) legal advice.

2. REGISTER YOUR ADDRESS

- 2.1 You must register your physical location where you will use the main service, this will form the location details that are passed to the emergency services as part of the requirement.
- 2.2 Emergency calling services work differently than you may have experienced using traditional wireline or wireless telephones. Your access may differ depending on your location or the device you are using.

How it Works

- 2.3 When you dial 999/112 emergency services using voice services, the phone number and the Registered Address you have provided are sent to the local emergency centre serving your location. In some areas, emergency operators have access to this information, whether in other areas the emergency operator answering the call may not be able to see your telephone number or your Registered Address. You should always be prepared to provide the emergency operator with your telephone number and Registered Address in case the call is dropped or disconnected.
- 2.4 If you are unable to speak, the emergency operator may not be able to send help to your location and/or call you back should the call be disconnected. Six Degrees does not control whether or not the emergency operator receives your telephone number and Registered Address.
- 2.5 In some cases, 999/112 emergency services calls dialled from your office device cannot be directed to the local emergency response centre and are instead directed to a non-location-based Emergency Call Centre (the "ECC"). That might happen if there is a problem validating a



Registered Address, if the Registered Address is an international location, or if the Registered Address is in an area that is not covered by the landline 999/112 emergency services network. 999/112 emergency services calls that are directed to the ECC may not include your telephone number or your registered address. Trained operators at the ECC will request your name, location, and telephone number and attempt to reach emergency responders in your local area. Until you give the operator your phone number, and location, they may not be able to call you back or dispatch help to your location if the call is dropped or disconnected.

3. SERVICE LIMITATIONS

3.1 Six Degrees provides access to emergency calling services, allowing most Six Degrees users to access either 999 or 112 emergency services. Six Degrees office users with a digital line using an IP desk phone or softphone can dial 999/112 emergency services directly from their IP desk phone or softphone.

- (a) 999/112 emergency service dialling will not function:
- (b) in the event of an Internet or power outage;
- (c) if your broadband, ISP, or Six Degrees service is terminated
- (d) when using mobile soft phone, when you have no mobile service, as the service uses mobile data or WiFi to connect calls.

3.2 999/112 emergency service limitations:

- (a) if you're located away from the registered address or a mobile worker you will only be connected to the local emergency service to the registered address;
- (b) if your physical location is registered in another country than where you are based, if you dial 999/112 you will be put through to the emergency services in the country where your physical location is registered to.

3.3 [Users who are uncomfortable with any of these limitations should use an alternative means to contact emergency services.](#)

4. NOMADIC USE

4.1 If you use the service away from the registered address either on a mobile application, laptop soft client, or IP phone located to call emergency services, the location details that are passed over to the ECC will be that of your registered address. If you are calling from a different location then our recommendation would be to use the native dialler of the mobile phone or use fixed line connection at the location you are currently at, as this will give the ECC your accurate location and mobile telephone number to allow them to call you back or dispatch help to you should you not be able to talk.

4.2 Certain countries (e.g. the USA) require customers to attach specific labels to Unified Communications end-points (e.g. handsets) that set out the underlying risks of using a Unified Communications voice service for Emergency Calling.



5. NOTIFICATIONS OF EMPLOYEES, GUESTS, OR OTHER USERS

- 5.1 Customers must notify any employees, contractors, guests, or persons who may place calls using the Services or may be present at the physical location where the Services may be used, of the limitations of calling 999/112 emergency service from your IP phone, other equipment, or the chosen Softphone.
- 5.2 Six Degrees requests that the customer notifies Six Degrees of any issues accessing Emergency Calling immediately, so this can be rectified.

6. DISCLAIMER

- 6.1 Your use, and use by your employees, guests and other third parties, of 999/112 emergency services dialling is subject to the limitations described herein.
- 6.2 Six Degrees disclaims all responsibility for the conduct of local emergency response centres, the ECC, third parties engaged by customers to facilitate address updates, and all other third parties involved in the provision of emergency response services.
- 6.3 To the extent permitted by applicable Law, you hereby release, discharge, and hold harmless Six Degrees from and against any and all liability relating to or arising from any acts or omissions of such third parties or other third parties involved in the handling of or response to any emergency or 999/112 emergency services call.
- 6.4 Customer indemnifies and holds harmless Six Degrees, and any third-party provider(s) from any and all third-party claims, losses, damages, fines, or penalties arising out of: (i) Customer or its End User's provision to Six Degrees of incorrect information, including physical addresses, or failure to update a Registered Address; (ii) Customer's failure to properly notify any person who may place calls using the Services of the 999/112 emergency services limitations; or (iii) the absence, failure, or outage of emergency service dialling using the Services for any reason; and (iv) the inability of any End User to be able to dial 999/112 or access emergency service personnel for any reason.