

Vision Cloud PBX (VOIP)

999/112 Emergency Calls Policy & Disclosure Notice

Description

Vision Cloud PBX (VOIP, Hosted Phone System, SIP) services allow you to make or receive telephone calls over the Internet to or from the public switched telephone network. The nature of VoIP telephone calls, while appearing similar to traditional telephone calling services, create unique limitations and circumstances, and you acknowledge and agree that differences exist between traditional telephone service and VoIP telephone services.

Vision Telecom Solutions provides access to public emergency call services in England, Wales, Scotland and Northern Ireland. If you use the Service from outside of England, Wales, Scotland and Northern Ireland you will not be able to call 999/112.

Address / Location Information

Vision will register the address on your Order Form for the Services as the location where the Services will be used. It is your responsibility to ensure that this address is accurate and if it changes, this is updated as set out in the terms and conditions. If this address is not accurate it may not be possible for emergency operators and authorities to identify your location when you dial 999/112. When you call the emergency services you must state the location and phone number promptly and clearly as emergency operators may not have this information.

Accuracy of information

You are responsible for providing, maintaining, and updating correct contact information (including name, 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, 999/112 calls may be misdirected to an incorrect emergency response site.

Disconnections

You must not disconnect the 999/112 emergency call until told to do so by the dispatcher, as the dispatcher may not have your number or contact information. If you are inadvertently disconnected, you must call back immediately as the emergency services / authorities may not have your telephone number to call you back.

999/112 calls may not function

For technical reasons, the functionality of 999/112 VoIP emergency calls may not be available or be curtailed in various circumstances, including but not limited to:

- Power Failure - the Service will not function in the event of a power failure.
- Broadband connection - the quality and speed of the broadband connection and other usage on the broadband connection.
- Equipment Failure - if your system access equipment fails or is not configured correctly, or if your VoIP service is not functioning correctly for any reason, including VoIP service outage, suspension or disconnection of your service due to billing issues, network or Internet congestion, or network or Internet outage. In the event of a power, network or Internet outage; you may need to reset or reconfigure the system access equipment before being able to use the VoIP service, including for 999/112 emergency calls, changing location - if you move your system access equipment to a location other than that described in your account information or otherwise on record with (company name).
- Out of contract – if your agreement with Vision has ended, 999/112 emergency calls will not be available.

Due to these reasons, we recommend using a landline or mobile phone to call the Emergency Services whenever possible.

Inform other users

You are responsible for notifying, and you agree to notify, any user or potential users of your VoIP services of the nature and limitations of 999/112 emergency calls on the VoIP services.