

Northland Communications

Emergency 911 Policy

Revision 02.02.24



This Emergency 911 Policy (“E911 Policy”) is incorporated into the Terms and Conditions (“T&Cs”) governing the use of all services (“Services”) by Northland Communications’ customers and users (“Customer” or “You”). Northland Communications (“Northland”) retains the right to modify this E911 Policy at any time, with or without any notification, and any such modification shall be automatically effective as to all customers when adopted by Northland. In the event of a conflict between the terms of any agreement entered into by Customer and Northland and this E911 Policy, the terms of this E911 Policy will govern.

BY USING THE SERVICES, YOU AGREE TO ABIDE BY, AND REQUIRE EACH USER OF THE SERVICES TO ABIDE BY, THE TERMS OF THIS E911 POLICY AND ANY ASSOCIATED T&CS. ANY USER WHO DOES NOT AGREE TO BE BOUND BY THESE TERMS MUST IMMEDIATELY CEASE USE OF ALL SERVICES. CONTINUED USE OF THE SERVICES WILL BE DEEMED ACKNOWLEDGMENT AND ACCEPTANCE OF THIS E911 POLICY.

This E911 Policy provides important information about emergency 911 calling using Northland’s Internet, Data, Voice, Video, Cloud Services, and/or Carrier Services. The 911 type services offered by Northland (“911 Services”) provide functionality that allow end-users to contact emergency services, such as police, fire, and medical emergency services. 911 Services may include Enhanced 911 Services (“E911 Services”), which has the ability to selectively route an emergency call to the primary 911 provider so that it reaches the correct emergency service located closest to the subscriber location and to transmit the identification of the subscriber location and telephone number. Please read this E911 Policy carefully to understand how using Northland’s Services affects your ability to access 911 Services. If you have any questions or concerns about the information contained in this E911 Policy, or if you do not understand anything discussed in this E911 Policy, please contact us at customersupport@northland.net.

1. Disclosure: Northland’s 911 Services and E911 Services may differ from the emergency calling services provided by a basic land-line telephone company. These differences may have an adverse impact upon the ability or timeliness of 911 responders to respond to or assist you or others in the event of an emergency. In addition, due to limitations on technology at the applicable emergency center, the location reported by Northland to the public safety dispatcher for your telephones may not include a user’s specific location within a business premise. For this reason, it is important that you carefully follow the instructions below.

2. Types of Devices/Systems: Northland provides a variety of devices and systems which may impact the ability or timeliness of 911 responders to respond or assist you or others in the event of an emergency.

- a. **Fixed Devices:** Fixed devices cannot be readily moved from one location to another by the user (e.g. hard-wired telephones).
- b. **Non-fixed Devices:** Non-fixed devices are readily moved by the user for use at multiple locations or while in motion. (e.g. mobile phones, nomadic devices).
- c. **Multi-Line Telephone System:** A multi-line telephone system (“MLTS”) comprised of common control units, telephone sets, control hardware and software and adjunct systems, including network and premises-based systems.

3. Types of Emergency Services: 911 Services vary between basic 911 services (“Basic 911”) and E911 services.

- a. **Basic 911 Services:** If you are a customer located in an area where the applicable emergency center offers Basic 911 services, the emergency center is not equipped to automatically receive your Northland telephone number, address, and location on the premises. In this situation, you must be prepared to supply this information on your 911 call.
- b. **E911 Services:** If you are a customer located in an area where the applicable emergency center offers E911 services, then the emergency center will have access to your Northland telephone number, address, and location on the premises and is able to send help or call you back, if necessary.

4. Customer’s Duties: You must register with Northland the physical location where each user will utilize Northland’s Services. Northland will register the physical location or service address that you provide as part of subscribing to our service. **Please note that it is your responsibility to confirm the accuracy of your service address upon initial registration, and to provide Northland with any changes, additions, or transfers of phone numbers.** You can do this by contacting us at 315-671-6200 Option 4. In addition, it is your obligation to require each user to provide Northland with their specific location within your premises (e.g. building floor, office number). When you move your device to another location, you must update your registered address – including any subsequent moves within specific locations within your premises.

5. Multi-Line Telephone System Requirements: Northland’s MLTS systems allow for the direct dialing of 911 on all of its fixed and non-fixed devices without having to dial any prefix or access code. Further, notification that a 911 call was made is provided to a centralized location for MLTS installed after February 16, 2020. Customers are required to provide information to Northland detailing the centralized location that will receive this notification. Notification includes (1) the fact that a 911 call was made, (2) a valid callback number, and (3) information about the caller’s location.

- a. **Caller’s Location:** Emergency service centers will be provided the user’s registered address, telephone number, and physical location within the facility that the customer provided to Northland. For this purpose, customers must provide Northland this information for every user and for every device. Further, customer must provide Northland with updates to the end user’s registered address, telephone number, and physical location within the facility to account for any changes within the workplace.
- b. **Customer Managed MLTS Systems:** Customers who manage the MLTS system must provide a centralized location at the facility where the system is installed where someone is likely to see and/or hear the notification that a 911 call was made.

6. Limitations on Using Internet Services for Emergency Calls:

a. **Applications/Non-Fixed Devices:** Northland's applications and devices allow for the direct dialing of 911 without having to dial any prefix or access code. However, users must be aware that its effectiveness varies by device nature and type.

i. **Mobile Cellular Phones:** Cellular 911 calls placed through the Meta MaxUC app go through cell service. In these instances, E911 service areas are provided with the user's address, telephone number, and physical location. However, users should always be prepared to provide emergency centers with this information in case their emergency center is only equipped with Basic 911 capabilities.

ii. **Desktop Application:** Northland's desktop applications will connect 911 calls for emergency services. In these instances, E911 service areas will be provided the user's registered address, telephone number, and physical location within the facility that the user provided to Northland. For this purpose, Customer must provide Northland this information for every user and for every device. Further, Customer must provide Northland with updates to each end user's registered address, telephone number, and physical location within the facility to account for any changes within the workplace. If possible and safe to do so, users should make 911 calls on fixed lines or mobile phone lines instead of the Northland desktop applications to provide emergency service centers with more precise information. Users should always be prepared to provide emergency service centers with their telephone number, address, and location within a premises.

Non-fixed Devices: Due to the nature of non-fixed devices, a user's current location may differ from the location Customer provided Northland. If possible and safe to do so, users should make 911 calls on fixed lines or mobile phone lines instead of desktop applications to provide E911 service areas with more precise information. Users should always be prepared to provide emergency centers with their telephone number, address, and location within a premises.

b. **Internet:** 911 Service over the internet has several limitations. To mitigate the risk of emergency calling using internet-based services, Northland recommends that users place emergency calls through landline or mobile phone lines, if possible, and for users to install hard-wired lines into fixed devices. Customers who refuse or are unable to abide by Northland's recommendations are susceptible to certain limitations. Such limitations, including those discussed above, may prevent users from making emergency phone calls and include but are not limited to any of the following:

- Loss of electrical power
- Loss of internet connection
- Termination of your account
- Network congestion
- Delays from updating your registered service address with Northland
- Failures or unresponsiveness from emergency response center or third parties
- Simultaneous use of one line with multiple pieces of equipment

Customers should advise all employees, invitees, guests, visitors, and every other person who visits Customer's facilities and/or who may make calls using Northland's Service of the limitations described above.

7. Residential Use and Remote Work Use: Northland Services used in a home office environment are not intended for personal, residential, nonbusiness, or nonprofessional use. Home office users must have alternative arrangements for residential emergency calls. If you are working remotely using Northland Services or devices, you are responsible for ensuring that you and all end users provide Northland with updated location information. Northland is not responsible for inaccurate or out-of-date location information provided by you or any end user. Failure to provide up-to-date location information may result in an emergency operator not knowing your location or delays in receiving emergency services.

8. SUNY/CUNY Institutions: New York State law provides the following exceptions for SUNY/CUNY institutions, if applicable:

- a. **On-Campus Emergency Service:** CUNY Customers may have their own on-campus emergency service answering points and emergency answering services which on-campus 911 calls route to for quicker and more efficient emergency response.
- b. **Hardware Upgrade Exception:** SUNY/CUNY Customers operating on a MLTS that would require an update of hardware on their telephone network to enable direct dialing of 911 calls must place an instructional sticker on or immediately adjacent to each telephone informing users of the phone's inability to directly dial 911, and the procedures to follow to connect to a 911 public service answering point.

9. Disclaimer of Liability and Limitation of Liability: Customer use, including use by employees, guests, and other third parties of Northland's Services, are subject to the limitations described herein. The availability of certain features, such as the transmission of a user's telephone number, address, and location within the premises while using Northland's Services, depends on the accuracy and timeliness of Customer providing this information to Northland, and its effectiveness varies by the user's device type, method of use and external factors such as whether local emergency response centers support those features and other factors outside of Northland's control. Northland does not have control over local emergency response centers, emergency responders, or other third parties and disclaims all responsibility for their conduct in response of emergency response services. To the extent permitted by applicable law, Customer hereby releases, discharges, and holds harmless Northland 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 911 call. Customer indemnifies and holds harmless Northland and any third-party provider(s) from any and all third-party claims, losses, damages, fines, or penalties arising out of (i) Customer or any end user's provision to Northland of incorrect information, including physical addresses, location within the facility, or failure to timely update a user's information; (ii) Customer's failure to properly notify any person who may place calls using Northland's Services of the 911 limitations; (iii) the absence, failure, or outage of emergency service dialing using Northland's Services for any reason; and/or (iv) the inability of any user to be able to dial 911 or access emergency service personnel for any reason.

TO THE FULLEST EXTENT PROVIDED BY LAW, IN NO EVENT WILL NORTHLAND, ITS AFFILIATES, OR EMPLOYEES, AGENTS, OFFICERS, OR DIRECTORS BE LIABLE FOR DAMAGES OF ANY KIND,

UNDER ANY LEGAL THEORY, ARISING OUT OF OR IN CONNECTION WITH THE 911 SERVICES OUTLINED HEREIN, INCLUDING ANY DIRECT, INDIRECT, SPECIAL, INCIDENTAL, CONSEQUENTIAL, OR PUNITIVE DAMAGES, INCLUDING BUT NOT LIMITED TO, PERSONAL INJURY, DEATH, PAIN AND SUFFERING, EMOTIONAL DISTRESS, LOSS OF REVENUE, LOSS OF PROFITS, LOSS OF BUSINESS OR ANTICIPATED SAVINGS, LOSS OF USE, LOSS OF GOODWILL, LOSS OF DATA, AND WHETHER CAUSED BY TORT (INCLUDING NEGLIGENCE), BREACH OF CONTRACT, OR OTHERWISE, EVEN IF FORESEEABLE. TO THE FULLEST EXTENT PROVIDED BY LAW, IN NO EVENT WILL THE COLLECTIVE LIABILITY OF NORTHLAND, ITS AFFILIATES, OR EMPLOYEES, AGENTS, OFFICERS, OR DIRECTORS, TO ANY PARTY (REGARDLESS OF THE FORM OF ACTION, WHETHER IN CONTRACT, TORT, OR OTHERWISE) EXCEED THE AMOUNT YOU HAVE PAID TO THE COMPANY IN THE LAST 12 MONTHS FOR THE APPLICABLE SERVICE OUT OF WHICH LIABILITY AROSE.

THE FOREGOING DOES NOT AFFECT ANY LIABILITY THAT CANNOT BE EXCLUDED OR LIMITED UNDER APPLICABLE LAW.

10. Acknowledgement: By entering into an agreement with Northland, you acknowledge the limitations of Northland's 911 Services and the impact it may have on emergency services. You should always have alternative means of accessing emergency services, such as a traditional wireless or landline telephone service.