



## PASON TERMS & CONDITIONS

### For Rig Intercom services

Last updated: May 12, 2015

#### PLEASE READ THE FOLLOWING CAREFULLY

#### THESE TERMS & CONDITIONS CONTAIN LIMITATIONS OF LIABILITY AND INDEMNITIES

Pason's Rig Intercom service allows you to make or receive telephone calls over the Internet to, or from the public switched telephone network. These VoIP calls appear similar to traditional telephone calling services but 9-1-1 calls are handled differently from calls on traditional phone services.

Please read all of the following Terms. IF YOU DO NOT AGREE TO THESE TERMS, PLEASE IMMEDIATELY DISCONTINUE YOUR USE OF THE SERVICE AND RETURN ANY PRODUCTS.

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**9-1-1 service:** You hereby acknowledge and understand the differences between traditional 9-1-1 service and VoIP calls, with respect to 9-1-1 calls, placed to emergency services from your location as described below.

**Placing 9-1-1 calls:** When you make a 9-1-1 emergency call, your call will be routed to a third-party E911 service. The E911 service will require you to provide your location and telephone number.

**How your information is provided:** The VoIP service cannot provide the E911 service dispatcher your 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 will not be able to access your location information, and emergency services may not be dispatched.

**Correctness of information:** If you fail to correctly identify your location and the necessary directions, emergency respondents may be misdirected or not dispatched at all.

**Disconnections:** Do not disconnect a 9-1-1 emergency call until told to do so by the dispatcher. The dispatcher is unable to call back. If inadvertently disconnected, you must call back immediately.

**9-1-1 calls may not function:** For technical reasons, the functionality of 9-1-1 VoIP emergency calls may cease or be curtailed in certain circumstances, including but not limited to:

- Failure of the service or your service access device—if your system access equipment fails, or if your VoIP service is not functioning correctly for any reason, including power outages, 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 9-1-1 emergency calls.
- For technical reasons, including network connection or 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.

**Alternate services:** If you are not comfortable with the limitations of 9-1-1 emergency calls, Pason recommends that you obtain alternate means for accessing traditional 9-1-1 emergency services, or other emergency response services.

**Inform other users:** You are responsible for notifying, and you agree to notify, any potential users of the VoIP services of the nature and limitations of 9-1-1 emergency calls on the VoIP services as described herein, and that 9-1-1 callers must provide location information to 9-1-1 operators. Pason recommends that you post exact location details and any necessary directions near each handset.

I agree that I have read and understand the 9-1-1 service limitations described.

- I Agree (proceed with activation)
- I Do Not Agree (cancel activation)