

We shall use our reasonable efforts to convey Emergency Calls through our partners in accordance with the KAT Communications VoIP Emergency Calls Policy. This policy forms part of, and is governed by the Customer Agreement and/or the KAT Communications Terms of Service as applicable. Terms used herein but not otherwise defined shall have the meanings ascribed to them in the Agreement or the terms of service.

By using the KAT Communications service/s through our partners, you acknowledge and agree that:

- the Service Equipment provided (if any) requires mains power to make Emergency Calls.
- the Emergency Call support we provide through our chosen partners is limited and that you may be unable to make Emergency Calls using the VOIP Service if, for any reason, our partners system or your broadband connectivity is unavailable.
- the Emergency Call support shall only be available for access where the Emergency Call originates from a calling party located in the UK having a telephone number conforming to the National Telephone Numbering Plan (as defined in section 56 of the Communications Act 2003), and being either from a geographic number range or from non-geographic number ranges 055, 056, 03 or 08.
- you are required to confirm/provide the location when making an Emergency Call to enable the correct Emergency Organisation to respond. We do not check the geographic location of a user in real time.
- an Emergency Call made using the VOIP Service may not receive the same network priority as an Emergency Call made on a mobile network or on a circuit-switched fixed line.
- you must ensure that all information you provide to us is materially accurate and update us promptly in the event that any information changes so as to ensure the accuracy of the Emergency Services Database.
- we may not be able to convey Emergency Calls where inaccurate or incomplete information has been provided.
- you are solely responsible for making available to your users alternative means of making Emergency Calls where they are unavailable through the VOIP Service and for informing or otherwise making Users aware (whether they gain access to the VOIP Service with your permission or not) of the possible limitations of the VOIP Service.



**...more than
just talk**

