

PODIUM PHONES 9-1-1 DISCLOSURES

Podium Phones (“**Phones**”) is a voice over internet protocol (“**VoIP**”) phone system integrated with Podium software to support communication with Client’s Customers. Podium wants to make sure that you are aware of important differences in the way 9-1-1 service operates with Phones when compared with traditional telephone service. Here is what you need to keep in mind:

Differences between traditional 9-1-1 service and VoIP phone 9-1-1

With traditional telephone services, your 9-1-1 call is sent directly to the nearest emergency response center. With Phones, your 9-1-1 call is forwarded to a third-party service provider that will automatically or manually route your call to the emergency response center.

Remember to provide your location

Because you can move a VoIP phone between locations and because, for technical reasons, an emergency operator may not have your name, location, or contact information available, you must immediately inform an emergency operator of your location and contact particulars any time you call 9-1-1. Do not risk sending police or ambulance services to the wrong location.

Be prepared during any service interruption

Phones depends not only on your continued subscription (and payment) for the service, but also on Internet connectivity and power to function. In the event of power, network, or Internet outages (including congestion), or if your Phones service is disconnected or suspended due to non-payment, you may experience a failure, disruption, or delay in your 9-1-1 service. We recommend that you keep an alternative telephone service (such as a cellular telephone) handy to increase the reliability of your access to emergency services during any service interruption.

Do not disconnect

Until you are told to do so by an emergency dispatcher, do not disconnect your 9-1-1 call. If you are inadvertently disconnected, call back immediately.

Keep your service address up to date

Podium will attempt to provide the emergency operator with your service address, so please ensure that your information on file with us is always accurate and updated. If you do not update your information and are unable to provide your correct address while speaking to an emergency operator (for example, if you are unable to speak during a 9-1-1 call), the emergency operator may assume that you are calling from the last registered address.

Inform other users

You must notify other potential users of your Phones service of the nature and limitations of 9-1-1 emergency calls.

Limitations of liability

The [Podium Phones Service Terms](https://legal.podium.com/#voicetos) (currently available at <https://legal.podium.com/#voicetos>) limit and disclaim liability related to 9-1-1 services, so please read these carefully.

Neither Podium nor its representatives will be liable under any legal or equitable theory for any claim, damage, or loss (and Client will hold Podium harmless against any and all such claims) arising from or relating to the inability to use the Services to contact emergency services. Podium disclaims all responsibility for the conduct of emergency response centers, third parties engaged by Client to facilitate address updates, and all other third parties involved in the provision of emergency response services. To the extent permitted by applicable Law, you hereby release, discharge, and hold harmless Podium 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 emergency call.

For additional details about Phones and 9-1-1 service, please see the [Podium Phones Service Terms](#).