Emergency Services 911 Disclosure Notice and Acknowledgment

This 911 disclosure notice and acknowledgement ("911 Acknowledgement") is agreed, acknowledged and accepted by Customer (all references to you in this document refer to the Customer) in connection with Customer's purchase and use of GlobalMeet® Services. This 911 Acknowledgement forms a part of and is governed by the agreement ("Agreement") between you and Premiere Conferencing Networks, Inc. (or any affiliate thereof, "PGi"). Capitalized terms used and not otherwise defined herein shall have the meanings ascribed to them in the Agreement. You understand and acknowledge that there may be some limitations as set out in this 911 Acknowledgment.

PGi's GlobalMeet Services provide access to emergency calling services, allowing End Users to access either basic 911 or Enhanced 911 (E911) service. However, PGi's GlobalMeet Services operate differently than traditional wireline voice service and as a result the emergency calling experience may be limited in certain scenarios. Customer will inform other End Users of all differences and potential limitations to reaching 911. GlobalMeet End Users with a Registered Calling Line, using IP Desk Phones or Softphones, can dial 911 directly from their IP Desk Phones or Softphone. VIRTUAL NUMBERS CANNOT BE USED TO COMPLETE 911 CALLS. Virtual numbers are an add-on to GlobalMeet Services consisting of a direct inward dialing (DID) or access number without a directly associated telephone line.

1. Registering Your Location.

For each Registered Calling Line for which Customer desires emergency calling services, Customer must provide PGi with a correct and valid emergency response address. The address information provided must include sufficient information to enable emergency responders to locate the calling party and must comply with any multiline telephone system requirements applicable to Customer. For example, if the subscriber or End User's location is a multi-story building, Customer must provide floor and suite number in addition to address information.

Customer must register the address of the physical location where you will use each Registered Calling Line with PGi immediately upon activation of your End Point. This is your Registered Address. You or your Account Administrator must accurately associate each Registered Calling Line to a Registered Address through your GlobalMeet desktop app or the Administrative Portal, if available. If such access is not available, please handle address registration and/or changes by contacting the PGi care team at 1-877-569-3239 or phonesupport@globalmeet.com. You must use GlobalMeet Services only at the Registered Address provided for the applicable Registered Calling Line. Customer is solely responsible for promptly updating this information whenever necessary to reflect changes. If you move a device, you must immediately update the Registered Address with the new physical location of the device with PGi through the Administrative Portal or in your GlobalMeet Desktop app. If you do not update the Registered Address, any 911 calls made from the device may be sent to the wrong emergency response center and will not transmit your current location information to emergency responders, delaying emergency assistance to you. It may take up to several hours for any address update to take effect. Since multiple devices (i.e. IP Desk Phone and/or Softphone) that share the same Registered Calling Line also share the same Registered Address, Customer acknowledges that it must update the Registered Address to match the location of the particular device in use. If such regular updating is not practicable, Customer should purchase separate Registered Calling Lines for each device in use. Customers are solely responsible for ensuring that an accurate and up-to-date Registered Address is maintained for each Registered Calling Line, and that their End Users are aware of how the Registered Address can be changed. Customer's physical location(s) may NOT be a post office box, mail drop or similar address. Neither PGi nor Customer shall assume under any circumstances that Customer's physical office location for E911 calling purposes is the same as Customer's billing address for receipt of invoices. Following any address registration or change, Customer should verify the accuracy of its emergency calling details by dialing 933 from the applicable individual line or extension to access a voice message confirming how the line is registered for emergency calling services.

Customer will provide ANI with every End User call presented to PGi for processing. PGi will have no obligation to provide Services with respect to any End User call that does not include ANI and will not be liable for any claims arising from any efforts undertaken by PGi to provide Services under such circumstances.
Customer may opt to enable certain extensions without direct inward calling. Such extensions will not be assigned a separate telephone number for 911 purposes and as such Customer’s main Registered Calling Line and Registered Address will be provided to any applicable PSAP, local emergency center serving, or the NECC. Customers may elect to override this default Registered Address by assigning an alternate Registered Calling Line (and associated Registered Address) to the specified extension. In the event Customer maintains multiple extensions linked to a single Registered Calling Line, emergency calling from all such extensions will be routed to the Registered Address assigned to the single Registered Calling Line.

Customers shall not, and shall instruct End Users to not, block their telephone number on their handsets when calling 911. PGi is responsible for delivery of appropriate information, including location information, as required by applicable Law but Customer acknowledges and agrees that, as between Customer and PGi, it is Customer’s sole responsibility to provision such location information to PGi as contemplated above. You represent to us that you are in compliance with all applicable data privacy laws, and that you have obtained all necessary rights and consents to disclose to us, or allow us to collect, use, retain and disclose any telephone number, address and name associated with the originating access line location.

2. Service Limitations.

Access to 911 will not function (i) in the event of an Internet or power outage or disruption; (ii) if your broadband, internet service provider, or GlobalMeet Service is suspended or terminated; (iii), with respect to only the GlobalMeet Mobile Application, if you do not have wireless service, as the GlobalMeet Mobile Application cannot send emergency calls over Wi-Fi access; or (iv) the configuration of the network you are using to run GlobalMeet Services does not permit GlobalMeet Services to connect (for instance due to calls blocked by firewall programs) or otherwise fail to comply with PGi’s Network Requirements Policy. It is possible that network congestion may delay or prevent completion of any 911 call. Customer will not be able to complete a 911 call if the physical location is outside of the country in which your Registered Calling Line is provided, or if Customer is dialing from a GlobalMeet number that is not a United States number. CUSTOMER SHOULD NOT USE A REGISTERED CALLING LINE FROM A PHYSICAL LOCATION OUTSIDE OF THE UNITED STATES.

Users uncomfortable with any of these limitations should use an alternate means of reaching 911.

3. How it Works.

When you dial 911 using PGi’s GlobalMeet Services, the Registered Calling Line and the Registered Address you have provided is sent to the local emergency center serving your location. In some areas, emergency operators have access to this information; however, in areas where only basic 911 service is available, the emergency operator answering the call may not be able to see your Registered Calling Line or your Registered Address. You should always be prepared to provide the emergency operator with your PGi telephone number and Registered Address in case the call is dropped or disconnected. If you are unable to speak, the emergency operator may not be able to send help to your location and/or call you back should the call be disconnected. PGi does not control whether or not the emergency operator receives your Registered Calling Line and Registered Address.

In some cases, 911 calls dialed using GlobalMeet Services cannot be directed to the PSAP/local emergency response center, and are instead directed to a National Emergency Call Center (the “NECC”). That might happen if there is a problem validating a Registered Address, if the Registered Address is an international location, or if the Registered Address is in an area that is not covered by the landline 911 network. 911 calls that are directed to the NECC may not include your PGi telephone number or your Registered Address. Trained operators at the NECC will request your name, location, and telephone number and attempt to reach emergency responders in your local area. Until you give the operator your phone number, and location, he/she may not be able to call you back or dispatch help to your location if the call is dropped or disconnected.


Calls to 911 placed through the GlobalMeet Services Mobile Application on a smartphone will not be completed. Customers should instead use the native dialer on the smartphone to make emergency calls to 911, and the call will be handled by your wireless service provider if wireless service is available. If your
wireless service is unavailable, the 911 call cannot be placed and you will need to find alternative methods to reach emergency service. The GlobalMeet Services Mobile Application cannot place emergency calls over Wi-Fi access and will not be able to route calls through your native phone dialer. Emergency dialing is also not available through the GlobalMeet Services Mobile Application on tablets or other mobile devices without a native phone dialer and a wireless service plan.

Similarly, text message service to 911 is not available for End Users relying on the GlobalMeet Services Mobile Application. In areas where emergency operators can receive texts to 911, users should use the texting capability native to their mobile phone, if wireless service is available.

5. Notification of Employees, Guests, or Other Users.

Customers must notify any employees, contractors, guests, or persons who may place calls using the GlobalMeet Services or may be present at the physical location where the GlobalMeet Services may be used, of the limitations of GlobalMeet's 911 Service from your IP phone, other equipment, or Softphone. Customer must affix any PGi-provided sticker warning that 911 services may be limited or unavailable in a readily visible place on each piece of equipment that might be used to access or use the GlobalMeet Services, as may be required by 47 C.F.R. § 9.5. Customers should also inform users of the limitations related to the GlobalMeet Services Mobile applications.


Your use, and use by your employees, guests and other third parties, of PGi’s 911 Services are subject to the limitations described herein. The availability of certain features, such as transmission of a Registered Address or your Registered Calling Line, depends on whether local emergency response centers support those features, and other factors outside of PGi's control. PGi relies on qualified third parties to assist us in routing 911 calls and text messages to local emergency response centers and to the NECC. PGi does not have control over local emergency response centers, the NECC, emergency responders, or other third parties. PGi disclaims all responsibility for the conduct of PSAPs/local emergency response centers, the NECC, third parties engaged by Customer 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 PGi and its affiliates 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 will indemnify and hold harmless PGi, its officers, directors, employees, affiliates, and any third-party provider(s) from any and all third-party claims, losses, damages, fines, or penalties arising out of: (i) Customer or its End User’s provision to PGi of incorrect information, including physical addresses, or failure to update a Registered Address; (ii) Customer’s failure to properly notify any person who may place calls using the GlobalMeet Services of the 911 limitations herein; or (iii) except as expressly permitted hereunder and the under the Agreement, the inability of any of Customer’s End Users to be able to dial 911 or access emergency service personnel for any reason.

7. Definitions.

“Account” means the numbered account established with PGi and associated with Customer and the Services provided to Customer under this Agreement. For billing and convenience purposes, multiple services, Registered Calling Lines, or End Users may be included in a single billing account, and/or a single Customer may have multiple billing accounts encompassing different geographic locations, business units, or other designations as requested by Customer and accepted by PGi.

“Account Administrator” means the person(s) who have been granted authority by Customer to set up, amend, or otherwise control settings and/or make additional purchases for the Account via the Administrative Portal. Account Administrators may have varying levels of Account rights, skills, or permissions.

“Administrative Portal” means the online administrative portal through which Account Administrators control settings and/or make additional purchases for the Account. “ANI” means automatic number identification. “End Point” means an application or device through which any End User might access and/or use any of the Services, including without limitation IP Desk Phones, Desktop Clients, Web Clients, Mobile Applications, and Software Integrations.
“End User” means an individual user to whom Customer makes the Services available, and may be a natural person, and may include but is not limited to Customer’s employees, consultants, clients, external users, invitees, contractors and agents.

“Law” means any law, statute, regulation, rule, ordinance, administrative guidance, treaty or convention, or court or administrative order or ruling of any governing Federal, State, local or non-U.S. governmental body with jurisdiction over the Services.

“PSAP” means public safety answering point.

“PSTN” means public switched telephone network.

“Registered Calling Line” means a phone number assigned to an End User on a specifically designated Registered Address that is not an extension or virtual number.

“Softphone” means any application program (such as a desktop app) that permits internet-only access (without traversing the PSTN and without the use of dedicated hardware) to a DID for the purpose of making telephone calls.

This Emergency Services 911 Disclosure Notice and Acknowledgment was last revised September 2019.