

## Emergency Services 999/112 Disclosure Notice and Acknowledgment

This 999/112 disclosure notice and acknowledgement (“999/112 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 999/112 Acknowledgement forms a part of and is governed by the Agreement. Capitalized terms used and not otherwise defined herein shall have the meanings ascribed to them in the Agreement.

The national emergency access number in the United Kingdom is 999. The common European Union emergency number is 112 (999 and 112, together, the “Emergency Numbers,” each separately an “Emergency Number”). Emergency Numbers can be accessed using a numbering resource belonging to the national numbering plan for placing outgoing calls, free of charge, if the Service is fully operational and if accessed within England, Wales, Scotland and Northern Ireland. You understand and acknowledge that there may be some limitations as set out in this 999/112 Acknowledgment.

PGi may not be held liable for not providing access to the appropriate emergency services for calls made from Registered Calling Lines from outside of the country of the Registered Address allocated to the Registered Calling Line or in case the applicable geographical restriction with regards to the use of the Registered Calling Line is not complied with.

PGi’s GlobalMeet Services provide access to emergency calling services, 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. Your access may differ depending on your location or the device you are using. You will inform other End Users of all differences and potential limitations to reaching Emergency Numbers. GlobalMeet End Users with a Registered Calling Line, using IP Desk Phones or Softphones, can dial Emergency Numbers directly from their IP Desk Phones, Softphone or GlobalMeet desktop app. VIRTUAL NUMBERS CANNOT BE USED TO COMPLETE CALLS TO EMERGENCY NUMBERS. Virtual numbers is an add-on to the 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 you desire emergency calling services, you must provide us with a correct and valid emergency response address for that Registered Calling Line. The address information provided must include enough information to enable emergency responders to locate the calling party and must comply with any multiline telephone system requirements applicable to you. For example, if the End User’s location is a multi-story building, you must provide us floor and suite number in addition to address information.

You 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 individual Registered Calling Line to a Registered Address through your Administrative Portal or your GlobalMeet desktop app, if available. If such access is not available, please handle address registration and/or changes by contacting the PGi care team at [phonesupport@globalmeet.com](mailto:phonesupport@globalmeet.com) or at UK phone number (0) 20 3887 0073. You must use GlobalMeet Services only at the Registered Address provided for the applicable Registered Calling Line. You are 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 your GlobalMeet desktop app. If you do not update the Registered Address, any calls to Emergency Number 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 twenty-four (24) hours for the address update to take effect. Customers with more than one Registered Calling Line 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. 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. 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 emergency services calling purposes is the same as Customer’s billing address.

Customer will provide automatic number identification (“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 emergency services calling purposes and as such Customer’s main Registered Calling Line and Registered Address will be provided to any applicable Emergency Call Center (“ECC”) serving your location. 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.

You shall not, and shall instruct End Users not to block their Registered Calling Lines on their handsets when calling Emergency Numbers. PGi is responsible for delivery of appropriate information, including location information, as required by Applicable Laws; but you acknowledge and agree 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 Data Protection Legislation, 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 Emergency Numbers 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 as permitted by the Agreement; or (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 call to Emergency Numbers.

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

### **3. How it Works.**

When you dial 999 or 112 using PGI's GlobalMeet Services, the Registered Calling Line and the Registered Address you have provided is sent to the ECC serving your location. Notwithstanding oral confirmation may be required by the emergency operator, to ensure that the Registered Address of the Registered Calling Line corresponds with the actual physical location of the End User using this. You should always be prepared to provide the emergency operator with your Registered Calling Line 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.

### **4. Mobile Applications.**

Calls to Emergency Numbers 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 Emergency Numbers, and the call will be handled by your wireless service provider if wireless service is available. If your wireless service is unavailable, the call to Emergency Numbers 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 Emergency Numbers is not available for End Users relying on the GlobalMeet Services Mobile Application, in areas where emergency operators can receive texts to Emergency Number 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 PGI's GlobalMeet Service to access Emergency Numbers from your IP phone, other equipment, or the Softphone. Customers should also inform users of the limitations related to the GlobalMeet Services Mobile application.

### **6. Disclaimer of Liability for Emergency Call Response.**

Your use, and use by your employees, guests and other third parties, of PGI's GlobalMeet Services to call Emergency Numbers 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 ECC support those features, and other factors outside of PGI's control. PGI relies on qualified third parties to assist us in routing calls and text messages to local ECC. PGI does not have control over local ECC, telephone company operator assistance centers, or other third parties. PGI disclaims all responsibility for the conduct of ECC, the telephone company operator assistance center, or 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 Laws, 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 999/112 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 limitations herein; or (iii) except as expressly permitted hereunder and the under the Agreement, the inability of any End User to be able to dial 999/112 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.

**"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.

**"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.