



## Emergency Services Access Agreement

Adepteo Ltd provides direct access to the emergency services (999/112) but due to strict rules and regulations that need to be met on our part, we require a written agreement from each customer that accepts certain terms and conditions that we need to enforce. This agreement is required on a per-location basis, so if you have multiple locations that you require emergency services access from we will require a signed agreement returned per location.

### How does it work?

1. Upon receiving this agreement, you will be provided with a web page to submit your location details and choose from;
  - Fixed IP
    - This is where your location has a fixed IP address (an IP address that never changes)
  - Device Specific
    - If you don't have a fixed IP address but you know where an individual device will be at all times
  - Catch All
    - If you don't have a fixed IP address but you know where all of your devices will be at all times
  - If you select more than one, they will be prioritised in this order (e.g. You have a device that you take home, but you bring it in to work at the fixed IP location, the emergency services will receive the fixed IP location)
2. Adepteo Ltd will verify the information submitted, assign a unique 084 number to your location and then submit the information assigned to that number to the Emergency Handling Authority (EHA). When this number is dialled, if the EHA need to call you back in the event of an emergency, this number will dial all of your phones at the location provided
3. Adepteo Ltd will wait, typically 24 hours but up to 7 days, for the EHA to approve the information, after which you will have access to make emergency services calls. Adepteo Ltd will keep you informed via email with any updates we have as and when we receive them

By signing this agreement you accept that;

- you take full responsibility and liability for the accuracy of the location information that you provide to Adepteo Ltd, to be passed on to the emergency services;
- if you make changes to information for a location that has already been registered with Adepteo Ltd and the emergency services, it will be re-submitted to the emergency services. This could take up to 7 days, during which time your access to emergency services will temporarily be suspended for this location;
- although access to emergency calls is provided, the service may cease to function if there is a power cut or failure, or a failure of the broadband connection;
- if you experience a power cut or some other form of failure that forces your broadband to fail, Adepteo Ltd takes no responsibility for you not being able to make calls to the emergency services;
- Adepteo Ltd will take all reasonable steps to connect a call from the emergency services to your location. If you do not provide a backup number in the event of a broadband failure, the emergency services will not be able to call you back and Adepteo Ltd takes no responsibility for that. If you do provide a backup number in the event of a broadband failure, we will take all reasonable steps to transfer the call to that number. Adepteo Ltd takes no responsibility for the successful connection of the call after it leaves our network;

- if you have an agreement in place with Adepteo Ltd with regards to the recordings of your phone calls, this will still apply to emergency calls. Unless the agreement states otherwise, we can only guarantee retaining the calls for up to 30 days;
- emergency services access will only be granted upon completion of this agreement.

Adepteo Ltd will, on request, provide labels to be attached to your VoIP phone(s) to serve as a reminder that emergency services access will cease to function if the broadband connection fails. You may be asked to pay for the postage and packaging of these labels.

Adepteo Ltd will be able to provide an on-screen message for the Grandstream GXP 2000, Grandstream GXP 2010 and Grandstream GXP 2020 VoIP phones, and potentially more in the future, when the connection fails.

I understand that this service allows calls to the emergency services numbers 999 and 112. However I understand that calls will fail if there is a power cut or my broadband connection fails.

Signature: \_\_\_\_\_

Printed: \_\_\_\_\_

Company: \_\_\_\_\_

Date: \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_

Location:

Backup number: \_\_\_\_\_

Premises: \_\_\_\_\_

Street: \_\_\_\_\_

Town/City: \_\_\_\_\_

Postcode: \_\_\_\_\_

Emergency Contact Details:

Name: \_\_\_\_\_

24/7 Number: \_\_\_\_\_

Email: \_\_\_\_\_

Further information and technical support can be provided by emailing [cs@adepteo.net](mailto:cs@adepteo.net) or calling our team on directly 0161 710 2000.

### For office use only

Date form received	Date web form access provided	Date emergency services access provided
Staff Name:	Staff Name:	Staff Name:
Signature:	Signature:	Signature: