



## Weave 911 Service Explanation

Revised: 2019-04-19

Weave Networks offers a form of 911 calling that is similar to traditional 911 service but is limited when compared with enhanced 911 service (“E911”) available in most locations with traditional telephone service. This is because our service does not use traditional telephone lines.

You acknowledge and understand that when you dial 9-1-1 using the (Weave) Service your 9-1-1 emergency call will be subject to the following:

1. Your 9-1-1 emergency call will be routed to a third-party call centre agent designated by WEAVE (an “Operator”) before being transferred to the appropriate Public Service Answering Point (PSAP); The use of a call centre increases delays related to handling of 9-1-1 emergency calls and thus increases the risk to the individual in an emergency calling situation.
2. The Service will not automatically provide such Operator with your address and telephone number. You must orally provide the Operator with your address and telephone number. Once you have successfully provided the Operator with all of the required information, the Operator will route your call to the nearest emergency response centre (or PSAP) which serves the address you have provided. Do not hang up unless told directly to do so, and if disconnected, immediately dial 9-1-1 again as the Operator and PSAP do not have automatic call back capability.
3. The 9-1-1 emergency call may not be handled by the PSAP in the same way as a traditional wireline 9-1-1 service.
4. If there is a power outage, such outage will prevent all elements of the service, including 9-1-1 emergency calling from working. Immediately following every power outage you should immediately make a test call (do not call 9-1-1 except for emergencies) from your device to ensure the service is functioning correctly.
5. The Service utilizes an Internet connection and the public Internet. As a result, there is a greater possibility of network congestion, other types of service outages and/or reduced speed in the routing of a 9-1-1 emergency call as compared to traditional wireline 9-1-1 emergency calling.
6. Weave Networks Inc. is not responsible for the conduct of local emergency response centres or third-party call centres. Since we rely on third parties to assist us, we deny any and all liability in the event that the third party data used to route the calls is incorrect.

If your Weave VoIP Service is not working please contact Technical Support at:

1.587.415.2900

[support@weavenetworks.com](mailto:support@weavenetworks.com)