

999 Access Policy

Provision of 999 Access for Emergency Services

About this policy

As a SIP trunking solutions provider offering 999 access for emergency services, Pure IP is required to comply with the Ofcom General Conditions of Entitlement. The company undertakes this commitment by providing clients with evidence of compliance within five working days, following any written request by the UK Office of Communications.

Information provided to customers

As a SIP trunking solutions provider, Pure IP's services differ when compared to fixed-line telephone service in the following ways:

1. The service may cease to function in the event of a power cut or failure to the broadband connection.
2. A caller might be away from their normal location when using the service, therefore any address information that Pure IP provides to emergency services in regard to a specific telephone number may be incorrect.

Pure IP addresses the above outlined numbers by providing clear and readily accessible information:

1. At the point of signature in the Customer Agreement Form
2. In the point-of-sales brochures and marketing materials including on the collateral
3. Via the secure customer portal storing the inventory of services
4. In the Terms and Conditions of Use available on our website

Internal and external salespersons are trained to inform customers that they can receive labels for telephone handsets that clearly state the limitations of the service in regards to emergency services.

Location information for emergency services

Due to the location independent nature of SIP trunking voice services, Pure IP will provide the address supplied by the customer during the initial sign up for service, but the caller may actually, be at a different address when making the call. Emergency service operators will ask the caller to confirm the address of their current location when a call is initiated to ensure the correct address is used.

Reliability of the network

As has been stated, a SIP-enabled call may not function during a power outage or a failure in the broadband service.

The reliability of the IP network is not under the control of Pure IP as it is provided by another service provider. For the aspects of the network that are directly under the control of Pure IP great care is taken to engineer stability and operational redundancy to the service. A risk assessment in respect of the vulnerabilities of the Pure IP owned network is performed in a separate document entitled "Reliability Assessment of the Pure IP VoIP Network" available on request from the Chief Operating Officer.

Emergency call numbers

When technically feasible, caller location information is provided for emergency organisations.

Emergency planning

Nominated staff are available to assist emergency organisations and government bodies during disaster situations. Any questions should be directed in the first instance to the Chief Operating Officer at 0203 242 0960.