

IPND and Emergency Calling Policy

1. Emergency Services Dialing

Due to the nature of VoIP and the Internet, VoIP service providers cannot provide faultless emergency call services. Calls to emergency services may not work at all times due to factors such as:

- The internet being unavailable
- Power outage
- Account suspension
- Equipment failure

The use of a VOIP service allows for your service to be nomadic in design, as such an emergency services operator may not be able to automatically determine your physical address. It is important that if you are using a VOIP service and need to call emergency services you inform the operator of the address you are calling from.

Quokka Net does not recommend that you use VOIP services as your only telephone service, and strongly advises that you keep another form of telephony nearby for calling emergency services.

2. IPND

Under the Telecommunications Act of Australia, it is a legal requirement that the physical location of a fixed-line phone service is correctly entered and maintained in the government's emergency call location database (IPND).

This enables emergency services to be able to trace the physical location of the caller in an emergency situation. Telecommunications carriers and VOIP service providers are **legally required** to provide the IPND with the precise physical location (address) for each phone number provided to end-users.

Accordingly, it is **your responsibility** and of critical importance that you supply and maintain your correct details with us.

This information is maintained via our web portal or alternatively by informing us of any change of locations to any VOIP service.