CODENEX SRLS
Operating office: Via Duca della Verdura 27 - 90143 Palermo (PA)
Registered office: Via Resuttana 360 - 90146 Palermo (PA)
VAT IT07425080822 - CF 07425080822 - REA PA-457974
PEC: codenex@pecsicura.com - SDI 9SUB64Q
E-mail: hello@codenex.it - Sales: +39 02 40042 262

EMERGENCY CALLS NOTICE

112 and other emergency numbers over VoIP

CloudVoce.it safety notice | **Version:** 1.8 - 31 October 2026

Important: an IP telephone, softphone or WebRTC device does not replace a mobile phone for emergencies. A call may fail or report a different location if Internet, power, an enabled line or current location data is unavailable.

1. Emergency-number handling

The dialplan recognises 112, 113, 115, 118, 1530 and 116117 and attempts enabled lines without ordinary PINs, permissions or block lists. This does not guarantee that the SIP carrier will accept, route or correctly locate the call.

2. Customer carrier number

Where the Customer connects its own number or trunk, it must verify with the carrier that emergency calls are enabled and that the associated address is correct. CODENEX manages the PBX but not the public network or carrier location database.

3. CloudVoce geographic number

For a CloudVoce number, calling and location are handled by the authorised upstream carrier. The Customer must provide and maintain the required service address. Number activation is not confirmation of location until the number record or carrier confirms it.

4. When a call may fail

- Internet absent or degraded;
- power loss to modem, switches, access points or telephones;
- incorrect firewall, NAT, DNS or SIP settings;
- unreachable or unregistered carrier trunk, or insufficient carrier service/credit;
- tenant suspension, plan beyond any applicable grace period or line not active;
- use abroad or at a location different from the number's registered address.

5. Remote users and location

An extension used from home, while travelling or abroad may present the company's number and registered address. The emergency service may therefore receive an incorrect location. The user should state the actual location verbally and use a local mobile phone where possible.

6. Company duties

- inform staff and contractors before use;
- display clear instructions near telephones and in internal policies;
- maintain at least one independent alternative, preferably a mobile phone;
- keep addresses current and verify with the carrier without making unarranged test calls to emergency numbers;
- use a UPS where continuity is required.

7. Acknowledgement

By accepting the contractual set, the administrator confirms understanding of these limitations and undertakes to inform users. This acknowledgement does not exclude any mandatory duty of the supplier or communications carrier.