



Limitations of 9-1-1 Emergency Services in the United States

We want to make sure that you are aware of the important differences in the way 9-1-1 (“Emergency Service”) operates with a IP-based phone when compared with traditional telephone services.¹ Here’s what you need to keep mind:

- **Emergency Service Responders May Not Automatically Know the Number or Location.** Unlike traditional emergency 911 services, when Customer calls 911 using the Emergency Services, the emergency personnel receiving the call may not be able to automatically identify the phone number or the physical address from which the call originates. Customer might need to tell the emergency personnel the nature of the emergency, give them the phone number, and describe the physical location. If the call is dropped for any reason, emergency personnel may not be able to call back or find the location.
- **The Call May Not Reach the Correct Emergency Service if the Service Registers an Incorrect Service Address.** If the Customer registers for Emergency Services using an incorrect physical address, emergency calls may be routed to the incorrect emergency service provider. The emergency personnel may not be able to respond to the emergency, transfer the call to the geographically appropriate emergency center or otherwise provide assistance.
- **The Call May Not Reach the Correct Emergency Services if the Telephone Number Does Not Match Customer’s Actual Geographic Location.** Emergency service personnel cannot accurately track the location through Supplier’s system and it is therefore important that the location registration remains updated. For example, if Customer utilizes its telephone equipment in Virginia where the area code is 703, but the assigned Number has an area code of 212, an area code associated with New York City, when the Customer dials 911, it may not be able to reach any emergency personnel. Even if the Customer does reach emergency personnel, it may not be calling the emergency personnel near the Customer’s actual location (the Virginia caller may be calling emergency services located in New York) and the emergency personnel may not be able to transfer the call to respond to the emergency, or otherwise provide assistance.
- **The Call May Not Reach the Correct Emergency Services if the Equipment is Moved to a Location Different from the Address Initially Registered.** It is important that the location of the Emergency Service is accurately registered every time the equipment is moved. If the equipment is moved to another location without reregistering, when a call is made to 911, the call may not reach any emergency personnel. Even if emergency personnel are reached, the call may not be completed to the emergency personnel near the

¹ Please refer to the Domestic Voice Service Addendum for more details regarding the nature and limitations of 9-1-1 emergency services.

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actual location if the location has not been updated and emergency personnel may not be able to transfer the call, respond to the emergency, or otherwise provide assistance.

- **The Call May Not Reach the Correct Emergency Services if the New Location is Not Re-Registered or Customer Calls 911 within 48 Hours of Updating its Location.** It is important that the location of the Emergency Service is accurately registered every time the equipment is moved. Location changes may take up to 48 hours for the location change to be reflected in Supplier's records. During that time, the calls may not reach any emergency service provider or may not reach the correct emergency services provider.
- **911 Service Will Not Work if There is a Power Outage, a Network Outage or Disruption.** Outages in the electricity and problems with the connection, including network congestion, will disrupt the Emergency Services making emergency calling using the Emergency Services unavailable.
- **911 Service Will Not Work if the Service is Disconnected.** If a service outage occurs due to a suspension of the service account, due to billing issues or for any other reason, the Emergency Services will not be available for making any emergency calls.