

**911 Emergency Service Advisory  
For Qwest iQ<sup>®</sup> Analog and Digital VoIP,  
Qwest iQ<sup>®</sup> Integrated Access Packages and Qwest iQ Unify<sup>™</sup> Bundles**

The Federal Communications Commission requires Voice over Internet Protocol providers to advise their customers concerning 911 limitations. Please read the following 911 Emergency Service Advisory for Qwest iQ Analog and Digital VoIP Service, Qwest iQ Integrated Access Packages and Qwest iQ Unify Bundles, which contains the limitations on 911 dialing when using your Qwest iQ Analog and Digital VoIP Service, Qwest iQ Integrated Access Packages and Qwest iQ Unify Bundles. Terms used in this Advisory are defined below.



**POTENTIALLY HAZARDOUS SITUATION WHICH IF NOT AVOIDED COULD RESULT IN DEATH OR SERIOUS INJURY. PLEASE READ CAREFULLY.**

**(a) Required FCC Warning.** 911 emergency services will not be available or may not function properly (e.g., they may not route to the correct PSAP) under the following circumstances: (i) if the Service is used at a location other than the Installed Location or if an IP-enabled stationary device is moved within the Installed Location and not reconfigured; (ii) if Customer selects a telephone number that is not associated with the geographic area of the installed service (e.g., if Customer chooses a California number for use in a Colorado location); (iii) for on average 5 days, but for as long as 30 days after installation or moves of Service due to time required to update 911 databases with customer information; (iv) if the Service fails or degrades for any reason, such as failures resulting from power outages, CPE failure (e.g., Internet connectivity routers, Customer's data network and equipment, Customer premises switches and routers, phones, handsets, and other IP-enabled devices), cable cuts, or any Service or broadband outage or degradation (including without limitation, failures caused by suspension or termination of the Service); (v) while maintenance work is being performed; or (vi) if Customer's area does not have 911 emergency service.

**(b) Additional Information Regarding the Limitations of 911 Services.** When dialing 911 with the Service, End Users should always state the nature of the emergency, and include End User location and number. The default PSAP may not be able to call the End User back if the call is not completed, is dropped or is disconnected, or if End User is unable to tell the PSAP their number and physical location. The PSAP to which the call is directed will be based on the street address for the Installed Location. The 911 emergency service provided is Enhanced 911 emergency service in that the number delivered to the PSAP with the 911 call will have the main address for the Installed Location associated with that number. The number delivered to the PSAP may be different from the number from which an End User is calling 911 based on the options Customer has selected for its PBX and/or IAD, and the main address may not sufficiently pinpoint the specific location of the emergency; therefore, End Users must immediately tell the dispatcher their phone number and the specific location of the emergency so the PSAP can call the End User back if the call is not completed or is disconnected, and locate the End User and assist with the emergency.

**QWEST RECOMMENDS THAT CUSTOMER AND END USERS ALWAYS HAVE AN ALTERNATIVE MEANS OF ACCESSING TRADITIONAL 911 SERVICES.**

**Definitions:**

"Advisory" means this 911 Emergency Service Advisory.

"Agreement" means the Qwest Total Advantage<sup>®</sup>, Qwest Total Advantage<sup>®</sup> Express, or Qwest Loyal Advantage<sup>®</sup> Agreement, or the Service Order Contract for Qwest iQ Integrated Access Package between Customer and Qwest.

"Customer" means the entity signing the Agreement for Qwest iQ Analog and Digital VoIP Service, Qwest iQ Unify Bundles and/or or Qwest iQ Integrated Access Packages.

"Customer Environment" means Customer's voice and data networks/equipment and premises environment.

"End User" means Customer's members, end users, customers, or any other third parties who use or access the Services or the Qwest network via the Service.

"FCC" means the Federal Communications Commission.

"IAD" means a device purchased or rented by Customer from Qwest for use with the Service. The IAD provides the connection between the Customer Environment and the Qwest IP network.

"Installed Location" means the single location at which Service is initially installed by Qwest for Customer.

"IP" means Internet protocol.

"PBX" means Private Branch Exchange equipment located on Customer's premises.

"PSAP" means public safety answering point.

"Service" means the Qwest iQ Analog and Digital VoIP, Qwest iQ Integrated Access Packages or Qwest iQ Unify Bundles provided to Customer by Qwest.

"VoIP" means Voice over Internet Protocol.