

## 911 Emergency Service Advisory For Qwest iQ® SIP Trunk Service

The Federal Communications Commission requires Voice over Internet Protocol providers to advise their customers concerning 911 limitations, and obtain an acknowledgment from their customers that they received the advisory and understand the 911 limitations. Please read this 911 Emergency Service Advisory for Qwest iQ SIP Trunk Service. Terms used in this Advisory are defined on the last page.



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

**Please be aware of these important differences in calling 911 using the Service. THE INFORMATION IN THIS 911 EMERGENCY SERVICE ADVISORY IDENTIFIES CIRCUMSTANCES UNDER WHICH 911 SERVICE MAY NOT BE AVAILABLE THROUGH THE SERVICE OR MAY BE IN SOME WAY LIMITED BY COMPARISON TO TRADITIONAL E911 SERVICE.**

### **(a) 911 Availability.**

*The Service provides access to 911 emergency service only on stationary devices (and not mobile devices). The Service does not support any outgoing calls, including calls to 911 emergency service from a mobile device. 911 emergency service is only provided at a Qwest-Approved 911 Location in the 48 contiguous United States as provided in this Advisory. Using Service at a location other than a Qwest-Approved 911 Location is prohibited and, as such, constitutes misuse. Such misuse may cause 911 calls to return a busy signal and not be routed to any PSAP. Using the Service at a location other than a Qwest-Approved 911 Location is at Customer's own risk (including without limitation the risk that Customer and End Users will not have access to 911 emergency services and/or such activity violates local laws in the jurisdiction where Customer and End Users attempt to use the Service). Qwest does not support Remote BLAs on IP devices used with the Service. In the event a Remote BLA is enabled, and Customer or its End User makes a 911 call from the Remote BLA line, the 911 call will incorrectly route to the PSAP associated with the 911 location of the telephone number assigned to the Remote BLA, and not to the 911 location of the calling party. For example, if Customer has a Remote BLA for a colleague in Chicago on a phone located in San Francisco, and Customer's End User in San Francisco places a 911 call on the Remote BLA line, emergency services will be routed to the 911 location in Chicago associated with the phone number of the Remote BLA, not to the 911 location in San Francisco.*

*911 emergency service is only provided on IP enabled stationary devices that are: (i) connected to Approved Connectivity (defined herein), (ii) physically located at the Qwest-Approved 911 Location, and (iii) configured for use at the Qwest-Approved 911 Location (devices configured for use at a location cannot be used in any other location, including another location at which Service was installed). If a 911 call is placed from a same site bridged line appearance extension on an IP enabled stationary device that meets the requirements of (i) – (iii) above, the 911 call will be routed to the PSAP associated with the location of the device.*

*911 emergency service will not be provided if all the aforementioned conditions are not met. If all the conditions are met, the 911 emergency service provided with the Service will route 911 calls through the Qwest IP network and PSTN to a PSAP. The PSAP to which the call is directed will be based on the street address and calling party number for the Qwest-Approved 911 Location. The 911 emergency service provided is Enhanced 911 emergency service in that the calling party number will be delivered to the PSAP with the 911 call and the PSAP will have the Qwest-Approved 911 Location associated with that calling party number. End User's Qwest-Approved 911 Location may not sufficiently pinpoint the specific location of the emergency; therefore, End Users must immediately tell the dispatcher the specific location of the emergency so the PSAP can locate the End User and assist with the emergency.*

**(b) Access.** *Customer must select a telephone number that corresponds to the Rate Center of a Customer PPU. Selecting a telephone number outside of the Rate Center that corresponds to a Customer PPU is prohibited as such selection misroutes your 911 calls and prevents direct connection with a 911 operator.*

**(c) Limitations on 911 Availability.** *End Users will not have access to 911 emergency service:*

- (i) For Initial Installation of Service: On average 5 days, but for as long as 30 days after installation of Service (delay in 911 access due to time required to update 911 databases with Customer information). End Users may be routed to a default PSAP. End Users should state the nature of the emergency, including 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;*
- (ii) For Temporary Moves: Until Qwest has completed the 911 Update Interval and sent the 911 Update Confirmation to Customer's e-mail address of record. "911 Update Interval" is approximately 15 minutes, unless further address verification is required, in which case the 911 Update Interval could be up to 72 hours. In these instances, 911 calls may be routed to the incorrect 911 center (the center associated with the old address) which may not be able to assist with the emergency or the call may not be routed to any 911 center (or any other person) in some instances. Always check for the 911 Update Confirmation before using 911 service;*
- (iii) If Customer does not meet the conditions to receive 911 emergency service set forth in 911 Emergency Service sub-Sections (a) and (b) above;*
- (iv) If the Service fails for any reason, including without limitation failures in Service caused by power outages, Customer Environment failure, Internet connectivity interruptions, cable cut, CPE malfunctions (including without limitation failure of the*

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*Approved Connectivity router, customer premises routers and switches, or IP enabled devices used with the Service), or any Service outage (including without limitation, failures caused by suspension or termination of the Service). If an IP enabled stationary device is moved within a Qwest-Approved 911 Location, the device or other network elements may need to be reconfigured before they are functional;*

- (v) *While maintenance work is being performed; or*
- (vi) *If Customer's area does not have 911 emergency service.*

*In these instances, 911 calls will either: not be routed to any PSAP (or any other person) and the End User may receive a fast busy signal or, in some instances, 911 calls will be routed to an incorrect PSAP that will not be able to assist the End User or to a default PSAP as specified in 911 Emergency Service sub-Sections (c)(i) and (c)(ii) above. PLEASE NOTE: many of the limitations on 911 with the Service are the same when using traditional telephone service on the PSTN.*

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

### Definitions:

"911 Update Confirmation" means an e-mail sent to Customer's e-mail address notifying Customer that 911 service has been successfully moved to a Qwest Approved 911 Location requested by Customer and is ready for use.

"Advisory" means this 911 Emergency Service Advisory.

"Agreement" means the Qwest Total Advantage®, Qwest Total Advantage® Express or Qwest Loyal Advantage® Agreement between Customer and Qwest.

"Approved Connectivity" means a new Qwest iQ® Networking Private Port, Qwest iQ Networking Enhanced Port with Secure IP Gateway or Qwest iQ Networking Internet Port with QoS.

"Customer" means the entity signing the agreement for Qwest iQ® SIP Trunk.

"Customer Environment" means Customer's data network/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.

"IP" means Internet protocol.

"PPU" means the location given by the Customer as the Primary Place of Use for a particular TN, Remote DID or 8xx TN.

"PSAP" means public safety answering point.

"PSTN" means public switched telephone network.

"Qwest-Approved 911 Location" means Customer's current 911 location that is displayed on the Qwest Q.Control™ Business portal (<https://qcontrol.qwest.com>), which may be the 911 location of a Customer PPU, or an updated temporary location that Qwest has previously approved. Service may only be used at a Qwest-Approved 911 Location.

"Rate Center" is the geographic area used by local exchange carriers to set rate boundaries for billing and for issuing phone numbers and is generally defined in tariffs filed by principal wireline carriers in the area.

"Remote BLA" means remote bridged line appearance.

"Service" means the Qwest iQ® SIP Trunk Service provided to Customer by Qwest.

"VoIP" means Voice over Internet Protocol.