



VoIP E911 Advisory

We hope you never have to call 911, but if you do, please be aware of these important differences in calling 911 using your Velocity Hosted VoIP Service, instead of using your traditional phone service.

Please notify all of your end users:

- (1) of the 911 limitations listed below.
- (2) that access to 911 emergency service and an appropriate public safety access point (PSAP) is not available using mobile devices.

USING YOUR VELOCITY HOSTED VoIP SERVICE TO CALL 911:

Velocity Hosted VoIP Service supports 911 dialing from the location Velocity installs service for you using integrated access devices approved by Velocity Telephone, Inc. Calls made from Velocity Hosted VoIP Service locations that are provisioned from the native rate center will be routed through our network and public switched network (PSTN) to the PSAP based on the street address and main telephone number for the location where the Velocity Hosted VoIP Service is installed by Velocity for you.

911 Service Requirements:

- You must have Velocity-approved customer premises equipment (CPE).
- Your router that accesses the Velocity Hosted VoIP Service must contain NAT/PAT configurations.

When you place a 911 emergency call, always state the phone number and location you are calling from because the telephone number that is transmitted to the 911 operator is the main telephone number for your service location and if your 911 call is disconnected the 911 operator will call that main number back, which may not ring to the specific telephone you are calling from. Additionally, the address that is transmitted to the 911 operator is the main address for your service location; therefore, you should tell the operator your specific location within the main address so the emergency personnel can more easily locate you.

WARNING!

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

SITUATIONS IN WHICH 911 EMERGENCY SERVICE WILL BE UNAVAILABLE:

911 dialing with Velocity Hosted VoIP Service is not available if:

- You use the service with equipment other than Velocity-approved equipment.
- You call from a location other than the single location where Velocity installed your service (e.g., if you move an IP enabled stationary device or other equipment used with your Velocity Hosted VoIP Service within the service installation location or to a location other than the single location where Velocity installed Velocity Hosted VoIP Service). You may not use IP enabled stationary devices assigned to, designated for, or configured for use at one Velocity Hosted VoIP Service location in any other location, including without limitation in another location at which Velocity Hosted VoIP Service is installed by Velocity. If you do, you will not have access to 911 emergency services (you may receive a fast busy signal or be routed to the incorrect PSAP).
- Your router does not have the necessary NAT/PAT configuration.
- Your Velocity Hosted VoIP Service fails for any reason (including without limitation, power outage, Internet connection is down or interrupted, equipment malfunctions, or any service outage including a service outage caused by suspension or termination of your service).
- Maintenance work is being performed.
- Your equipment, phones, Internet connectivity router, integrated access device, customer premises routers and switches, or IP enabled devices used with the service fail.
- Your equipment, phones, Internet connectivity router, integrated access device, customer premises routers and switches, or IP enabled devices used with the service fail.
- Your voice and data networks/equipment or premises environment fail.
- Your area does not have 911 service.
- You call from outside the United States (remember you can only call from the location Velocity installed your service – which will be within the United States).
- You use a telephone number that is from a geographic area other than your service location (outside your native rate center).
- Service has not been installed for 30 days. You may not have access to 911 emergency service for up to 30 days after installation of your Velocity Hosted VoIP Service (delay in 911 access due to time required to update 911 databases with your information).

ANY 911 EMERGENCY DIALING PROVIDED WITH VELOCITY HOSTED VoIP SERVICE IS NOT TRADITIONAL 911 EMERGENCY SERVICE. VELOCITY RECOMMENDS THAT YOU ALWAYS HAVE AN ALTERNATE MEANS OF ACCESSING TRADITIONAL 911 EMERGENCY SERVICES.



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