



" SOLUTIONS , SERVICE AND SAVINGS - FAST! "



## *E-911 and PS/ALI Policy and Customer Testing Procedure*

911/E-911 coverage is an important service that telecommunications carriers, in conjunction with emergency response personnel, provide to Customers. The system is comprised of two distinct parts: the physical network connection and the data about that connection.

Generally, the telecommunications carrier, working with the Customer, designs and provides the physical connection and routing from the demarcation point at the Customer location to the Public Safety Answering Point (PSAP). The PSAP is the entity designated in a specific geographical area as being responsible to receive and answer emergency "911" calls then dispatch help in response to the "911 call".

While all Customers should review and fully understand their E-911 coverage, owners of multi-line telephone systems, especially, should be aware of their systems. The owner should make sure that all stations are properly connected with the emergency network and that the 911 database that the PSAP pulls information from has the correct, up-to-date automatic location identification (ALI). Automatic location identification (ALI) information includes: the billing telephone number (BTN) (area code and telephone number), customer name, address, and emergency response location.

Unless otherwise agreed, Velocity Telephone, Inc. will provide Customer the following 911/E-911 service in conjunction with each of the following services:

- For **PRI Voice Trunks, and Integrated T-1 Services** - VELOCITY TELEPHONE, INC. will provide Customer with the network connection for the trunk group and will provide the appropriate PSAP with the automatic location identification (ALI), including the emergency response location, for each trunk group. VELOCITY TELEPHONE, INC. may assign numerous telephone numbers to the Customer for specified services over trunk groups, however, VELOCITY TELEPHONE, INC. will provide the same emergency response location for all BTNs of the circuit or trunk group regardless of the number of lines or unique telephone numbers on that trunk.
- For **Basic Business Line over T1** - VELOCITY TELEPHONE, INC. will provide Customer with the network connection for the T1 circuit and will provide the appropriate PSAP with the automatic location identification (ALI), including one emergency response location, for each T1 circuit. VELOCITY TELEPHONE, INC. may assign numerous telephone numbers to the Customer for T1 services, VELOCITY TELEPHONE, INC. will provide the same emergency response location for all basic business lines or BTNs regardless of the number of lines or unique telephone numbers on that circuit.
- For **Basic Business Service** (Plain Old Telephone Service "POTS") - VELOCITY TELEPHONE, INC. will provide Customer with the network connection for each POTS circuit and will provide the appropriate PSAP with the automatic location identification (ALI), including the emergency response location, for each of Customer's POTS circuit(s) or POTS billing telephone number(s) (BTN).

Other than as set forth for each of the Services above, VELOCITY TELEPHONE, INC. will not provide additional network connections and is not responsible for and will not make any changes or submit updates to 911/E-911 databases for any services. Customer will be responsible for providing all necessary 911/E-911 services as required by applicable federal, state and local laws, regulations, rulings, orders, and other actions of governmental agencies ("Rules"), including, but not limited to agreements with, and network or other connection to, the local PSAPs, maintain the necessary databases and updating and transferring the ALI to the appropriate PSAPs.

VELOCITY TELEPHONE, INC. does not provide 911/E-911 service for any of its data services. VELOCITY TELEPHONE, INC. does not provide PS/ALI Service\* at this time, but VELOCITY TELEPHONE, INC. will provide Customer with referrals to other companies who provide PS/ALI or emergency response services.

*\* PS/ALI Service (Private Switch/Automatic Location Information) is an enhanced service that allows multi-line telephone system owners to provide the specific address location of each extension or station to the PS/ALI database manager for E-911 service. Station, or location-specific automatic number identification (ANI) generated by a multi-line telephone system can then be passed directly to the E-911 system to identify the precise location of the caller and then passed to the appropriate PSAP for response. At the Customer's request, the PS/ALI administrator can update the appropriate E-911 database.*



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*E-911 and PS/ALI Policy  
and Customer Testing Procedure Acknowledgement*

The customer confirms by their signature below, that they have read and understand the Velocity Telephone, Inc. E-911 and PS/ALI Policy detailed on the previous page. The customer further agrees that as a part of the installation process with Velocity Telephone, Inc. our Technician or they have placed a test call to 911 and confirmed that the proper PSAP was reached and confirmed the proper ANI (Phone Number) and ALI (Address).

Company Name: \_\_\_\_\_

PSAP Reached: \_\_\_\_\_

Dispatcher ID: \_\_\_\_\_

ANI Shown: \_\_\_\_\_

ALI Shown: \_\_\_\_\_

Technician: \_\_\_\_\_

Customer Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_