



E-911 Appendix to the IP Business Bundle Service Terms

E-911 – Emergency Calling Terms and Conditions for U.S.

1. **Requirement.** A provider of “interconnected VoIP service” is required by the Federal Communications Commission (“FCC”) to route emergency 911 calls in conjunction with such VoIP service where such 911 calling is available. “Interconnected VoIP service” means the VoIP service (1) enables real-time, two-way voice communications; (2) requires a broadband connection from the end-user’s location; (3) requires IP-compatible CPE; and (4) permits end-users generally to receive calls that originate on the PSTN and to terminate calls to the PSTN. **911 emergency calling service laws may also apply to Customer and it is solely Customer’s responsibility to understand and comply with such laws.**
2. **E-911 Routing.** Enhanced 911 calling (“E-911”) enables end-users to access an appropriate public safety answering point (“PSAP”) by dialing 911 with Automatic Number Identification (“ANI”) and Automatic Location Identification (“ALI”) displayed at the PSAP. The ANI may be the calling party number (“CPN”) or the billing telephone number (“BTN”) depending on Customer’s configuration. **Pursuant to FCC requirements, Verizon enables the routing of E-911 calls only in locations where such 911 calling is available and only in the limited circumstances described below.** An end-user’s ability to access an appropriate PSAP depends on the type, configuration and location of the phone used. Furthermore, much like access to 911 emergency service via traditional PSTN local service, access to a PSAP will be unavailable if Customer’s access circuit or local gateway fails.
 - 2.1 **ANI/ALI.** E-911 provided via Verizon IP Business Bundle will pass ANI and the registered primary service address of that ANI as ALI. If IP Business Bundle is provided to a campus environment where all buildings are within the same rate center, then when 911 is dialed, the call will be routed to the appropriate PSAP based on the primary service address of the calling ANI.
 - 2.2 **Long Distance Service/Limitations on E-911.** Long Distance Voice Service does not provide access to E-911 calling. Thus, to obtain E-911 access and support, Customer must purchase separate Local service when only Long Distance Voice Service is ordered from Verizon (an option with IP Integrated Access and IP Trunking). If Customer purchases IP Business Bundle for a geographically-distributed multi-site environment and has remote locations outside the Local service footprint covered by IP Business Bundle, or Customer chooses not to purchase Local service with its IP Business Bundle at certain remote locations, Customer agrees that it is responsible for obtaining separate Local service at each such location to the extent it desires or is required to provide E-911.
 - 2.3 **PS/ALI.** If Customer requires delivery of location-specific ALI (such as floor and room number within a building) to the PSAP, or otherwise desires E-911 to be provided for multiple user configurations, Customer must implement Private Switch/Automatic Location Identification (PS/ALI). **Customer may obtain the software and support that enable PS/ALI from a third-party provider or Verizon pursuant to a separate contract.** In all cases, IP Business Bundle can only support the delivery of the caller’s station level phone number to a PSAP when such telephone numbers are ported to Verizon during the initial provisioning process or are numbers assigned by Verizon. Before Verizon will support Customer’s use of PS/ALI, Customer must execute Verizon’s LOA (see Part III, Section 3.3 – Letter of Authorization). Once PS/ALI is implemented, Verizon will continue to send 911 calls to the PSAP; **however, Customer and not Verizon will be entirely responsible for the content of the information delivered in ALI to the PSAP and for any liability arising from the provision of, or the failure to provide, accurate and up-to-date information.** State or local laws may require Customer to implement PS/ALI to ensure required E-911 support for multiple user configurations to enable station-specific 911 ANI and ALI display.
 - 2.4 **Other Access Limitations.** Common events that can limit access to E-911 via IP Business Bundle include but are not limited to:
 - **Loss of Electric Service.** A loss of electric service will interrupt IP Business Bundle. Customers are urged to implement a battery backup system for IP Business Bundle.
 - **Loss of Broadband Service.** IP Business Bundle will be interrupted if the attendant broadband connection is not available.
 - **Failure of Equipment.** The malfunction or failure of equipment, software or hardware necessary for end-to-end Internet functionality (e.g., routers, IP phones, analog gateways, etc.) can limit access to E-911.
 - **Failure to Register New Location of Equipment.** For IP Trunking VoIP services, Verizon is able to provide access to E-911 only at the end-user’s registered primary service location. For these VoIP

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service types, if a VoIP phone is used at a location other than at the end-user's registered primary service location, E-911 will not be available. If the end-user's registered address is at a location different from the end-user's "office phone" (the dedicated hand-set that remains at the end-user's registered primary service location), use of the end-user's land-line for 911 calls will not contact the correct PSAP. Customer must inform end-users that it is entirely their responsibility to use the tools available with IP Business Bundle to update their registered address.

- **Non-Recognition of Phone Number.** If an end-user uses a non-native telephone number (i.e., a telephone number from a local exchange area different from where the caller is located), E-911 access may be limited.

2.5 **End-User Notice Requirements.** Customer represents and warrants that it will notify all of its end-users of IP Business Bundle of the interaction and/or limitations of E-911 with IP Business Bundle as set forth in the IP Business Bundle Service Terms and this Appendix. Customer shall be solely responsible for any third-party claims and liability arising from Customer's failure to so notify its end-users.

3. **Provider Parity.** For purposes of 47 U.S.C. 615a – commonly referred to as the "NET 911 Improvement Act" – and with respect to the provision of Verizon IP Business Bundle, Verizon is an IP-enabled voice service provider.