

## **Important Information About 911 Emergency Dialing With Your Digital Voice (VoIP) Service in a Bring Your Own Broadband (BYOB) Configuration**

### **Using Your Digital Voice Service to Call 911:**

Digital voice service supports 911 dialing from the location BullsEye Telecom installs service for clients using an Analog Telephone Adapter (ATA) device provided or approved by BullsEye Telecom. Calls made from digital voice installed locations will be routed through the BullsEye Telecom IP network and public switched network (PSTN) to the PSAP based on the street address and main telephone number for the single location where the BYOB digital voice service is installed.

Digital voice service supports 911 dialing from the location BullsEye Telecom installs service for you if you meet the 911 service requirements listed below. Calls made from digital voice locations that are provisioned from the native rate center will be routed through the BullsEye Telecom IP network and public switched network (PSTN) to the PSAP based on the street address and main telephone number for the location where the digital voice service is installed.

911 service requirements:

- ❑ You must have BullsEye Telecom provided or approved customer premises equipment (CPE).

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.

## **Situations in which 911 Will Not be Available**

### **911 dialing with digital voice is not available if:**

- ❑ You use the service with equipment other than BullsEye Telecom provided or approved equipment
- ❑ You call from a location other than the single location where BullsEye Telecom installed your service (e.g., if you move an IP enabled stationary device or other equipment used with your digital voice service within the service installation location or to a location other than the single location where BullsEye Telecom installed digital voice service). You may not use IP enabled stationary devices assigned to, designated for, or configured for use at one digital voice service location in any other location, including without limitation in another location at which digital voice service is installed by BullsEye Telecom. 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 configuration
- ❑ Your digital voice 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 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 BullsEye Telecom 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 digital voice service (delay in 911 access due to time required to update 911 databases with your information).

**IMPORTANT:** Any 911 emergency dialing provided with BullsEye Telecom service is not traditional 911 emergency service. BullsEye recommends that you always have an alternate means of accessing traditional 911 emergency services.