

## **Limitations of 911 and E911 service using LUS Fiber's Hosted Voice Phone Services**

911-type dialing over LUS Fiber's Hosted Phone and any related products or services (Service) is established in the following manner: When you sign up for the Service, you provide us with your physical address which is inserted into the 911 database. 911 service is available within 24 hours after your Service is activated. When you dial 911, your call is routed from the LUS Fiber network to the Public Safety Answering Point (PSAP) or local emergency service personnel designated for the address that you provided. Calls from LUS Fiber's Service to any Enhanced 911 emergency center will report the physical address you provided when the service is initiated, even if the device is moved to another location.

BY SUBSCRIBING TO LUS FIBER'S hosted PHONE SERVICE (ALSO KNOWN AS "HOSTED VOICE SERVICE"), you acknowledge and understand that the Service is different in a number of important ways from traditional phone service, and you agree to inform all employees, guests and other third persons who may be present at the physical location where you utilize the Service of the important differences and limitations of the Service. Such differences include, but are not limited to:

- The 911 service does not function in the event of power failure, or outage of LUS Fiber services.
- If the device that you use to make Internet Phone calls is moved to a new physical location, calls from LUS Fiber's Service to any Enhanced 911 emergency center will report the physical address you provided when the service was initiated.
- The PSAP or local emergency dispatcher receiving a 911 emergency call may not be able to capture and/or retain automatic number or location information which means that the dispatcher would not know the phone number or physical location of the person who is making the 911 call. In these instances, a caller dialing 911 using LUS Fiber's Service will need to immediately tell the dispatcher the location of the emergency and provide the dispatcher with the phone number so that the dispatcher can call the person back in case the call is disconnected. If the caller is unable to speak or sufficiently describe the location, the emergency dispatcher may not be able to render emergency service to the appropriate location.

To view the FCC Rules and E911 Regulations for VoIP 911, click here (<http://www.fcc.gov/cgb/voip911order.pdf>).