

**911 Emergency Service Advisory**  
**For CenturyLink Communications, LLC f/k/a Qwest Communications Company, LLC (“CenturyLink”)**  
**Hosted VoIP Service**

The Federal Communications Commission (FCC) requires Voice over Internet Protocol providers to advise their customers concerning 911 limitations, and obtain an acknowledgment from their customers that they received the advisory and understand the 911 limitations. Please read this 911 Emergency Service Advisory for Hosted VoIP Service, which the limitations on 911 dialing when using your Hosted VoIP Service (“Service”). Terms used in this Advisory are defined below.



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

**(a) Required Federal Communications Commission (“FCC”) Warning.** *The Service provides access to 911 emergency service only on stationary devices (and not mobile devices). The Service does not support any outgoing calls, including calls to 911 emergency service from Hosted VoIP seats that are not associated to a stationary IP enabled device (e.g., from Voice Mail Only Seats), unless another telephony device from which the call can be originated via the End User Portal is used. 911 emergency services will not be available or may not function properly (e.g., they may not route to the correct public safety answering point or “PSAP”) under the following circumstances: (i) if the Service is used at a location other than a CenturyLink-Approved 911 Location in the United States, or if an IP-enabled stationary device is moved within the CenturyLink-Approved 911 Location and not reconfigured; (ii) if Customer selects a telephone number that is not associated with the geographic area of the installed service (e.g., if Customer chooses a California number for use in a Colorado location); (iii) for initial installation of Service - on average 5 days, but for as long as 30 days after installation of Service due to time required to update 911 databases with customer information; (iv) for use of Service at a temporary location – until CenturyLink has completed the 911 Update Interval and sent the 911 Update Confirmation to Customer’s e-mail address of record. “911 Update Interval” is approximately 15 minutes, unless further address verification is required, in which case the 911 Update Interval could be up to 72 hours (**Important:** Customer and End Users should always check for the 911 Update Confirmation before using 911 service after a temporary move); (v) if the Service fails or degrades for any reason, such as failures resulting from power outages, CPE failure (e.g., Internet connectivity routers, Customer’s data network and equipment, Customer premises switches and routers, phones, handsets, Soft Phones, and other IP-enabled devices), cable cuts, or any Service or broadband outage or degradation (including without limitation, failures caused by suspension or termination of the Service); (vi) while maintenance work is being performed; or (vii) if Customer’s area does not have 911 emergency service. Additionally, CenturyLink does not support Remote SCAs on IP devices used with the Service. If a Remote SCA is enabled, and Customer or an End User make a 911 call from the Remote SCA line, the 911 call will incorrectly route to the PSAP associated with the 911 location of the telephone number assigned to the Remote SCA, and not to the 911 location of the calling party. For example, if an End User has a Remote SCA for a colleague in Chicago on a phone located in San Francisco, and End User in San Francisco places a 911 call on the Remote SCA line, emergency services will be routed to the 911 location in Chicago associated with the phone number of the Remote SCA, not to the 911 location in San Francisco.*

**(b) Additional Information Regarding the Limitations of 911 Services.** *When dialing 911 with the Service, End Users should always state the nature of the emergency, and include End User location and number. The default PSAP may not be able to call the End User back if the call is not completed, is dropped or is disconnected, or if End User is unable to tell the PSAP their number and physical location. The PSAP to which the call is directed will be based on the street address and calling party number for the CenturyLink-Approved 911 Location. The 911 emergency service provided is Enhanced 911 emergency service in that the calling party number will be delivered to the PSAP with the 911 call and the PSAP will have the CenturyLink-Approved 911 Location associated with that calling party number. End User’s CenturyLink-Approved 911 Location may not sufficiently pinpoint the specific location of the emergency; therefore, End Users must immediately tell the dispatcher the specific location of the emergency so the PSAP can locate the End User and assist with the emergency.*

**(c) Access to 911 Service/Warning Labels.** *Access to 911 emergency service and an appropriate PSAP is only available at the CenturyLink-Approved 911 Location and is not available using an IP enabled mobile device. CenturyLink will provide labels that will indicate that 911 service has limited availability and functionality when used with Hosted VoIP, and CenturyLink recommends that the labels be placed on or near the equipment associated with the Services. Additionally, when End Users use a Soft Phone with CenturyLink-provided VoIP services, a 911 warning will appear on the Soft Phone device. The End User will need to click on the display to acknowledge the warning.*

**(d) Use of Service at a Temporary Location.** *Customer may temporarily use the Service at a location other than Customer’s PPU location only after obtaining CenturyLink’s approval either (i) by contacting CenturyLink at 1-877-878-7543 or (ii) by submitting a 911 location change request through the MyAccount: VoIP portal. Customer must submit a 911 location change request both before using Service at the temporary location and before returning to Customer’s PPU location. Failure to obtain CenturyLink’s approval is prohibited and constitutes a misuse of the Service. Such misuse will result in 911 calls being routed to the incorrect 911 operator based on incorrect address information. Use of Service at a temporary location may not exceed six (6) months in duration. Upon submission of a Customer 911 location change request, CenturyLink will reject the request, or accept and begin processing the request. Customer is responsible for checking the My 911 Location page of the portal to confirm if the request was rejected or accepted. Customer will be notified of the 911 Update Interval (defined in Section (a) above) at the time the request is accepted via the My 911 Location page of the portal. Upon completion of the 911 location change and the 911 Update Interval, an e-mail will be sent to Customer’s e-mail address of record notifying Customer that 911 service has been successfully moved and is ready for use (“911 Update Confirmation”).*

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*In the event Customer does not receive such confirmation by expiration of the 911 Update Interval, Customer agrees to contact CenturyLink at 1-877-878-7543. Any 911 calls placed prior to receiving the 911 Update Confirmation will be routed according to the last CenturyLink-Approved 911 Location. If, upon submission of a 911 location change request, CenturyLink rejects the change request, Customer understands that CenturyLink has not approved using the Service at that new location and, as such, Customer is prohibited from using the Service there. To ensure proper routing of calls to 911, Customer and its End Users must not install or use IP handsets or Soft Phones with the Service to dial 911 at another address without following the above address change process.*

**CENTURYLINK RECOMMENDS THAT CUSTOMER AND END USERS ALWAYS HAVE AN ALTERNATIVE MEANS OF ACCESSING TRADITIONAL 911 SERVICES.**

**Definitions:**

“911 Update Confirmation” means an e-mail sent to Customer’s e-mail address notifying Customer that 911 service has been successfully moved to a CenturyLink Approved 911 Location requested by Customer and is ready for use.

“Advisory” means this 911 Emergency Service Advisory.

“Customer” means the entity signing the agreement for Hosted VoIP Service.

“End User” means Customer’s members, end users, customers, or any other third parties who use or access the Services or the CenturyLink network via the Service.

“FCC” means the Federal Communications Commission.

“Voice Mail Only Seats” means featureless seats that allow inbound callers to leave a voice mail message. Since IP handsets and Soft Phones are not available with a voice mail only seat, outbound calls and 911 calls cannot be made from a voice mail only seat.

“IP” means Internet protocol.

“PPU” means the location given by the Customer as the Primary Place of Use for a particular TN or 8xx TN.

“PSAP” means public safety answering point.

“CenturyLink-Approved 911 Location” means Customer’s current 911 location that is displayed on the My 911 Location page of the MyAccount: VoIP portal, which may be the 911 location of a Customer PPU, or an updated temporary location that CenturyLink has previously approved. Service may only be used at a CenturyLink-Approved 911 Location.

“Remote SCA” means remote shared call appearance.

“Service” means the Hosted VoIP Service provided to Customer by CenturyLink.

“Soft Phone” means software for a PC that allows Customer’s End Users to use the Service to make and receive calls on the PC.

“VoIP” means Voice over Internet Protocol.