

## **E911 Service Disclosure of Capabilities for Voice over Internet Protocol Service**

The following “E911 Service Disclosure of Capabilities for Voice over Internet Protocol Service” (the “E911 Service Disclosure”) is incorporated into each Services Agreement and/or Change Order Agreement and/or other agreement between Edge Communications Solutions, LLC and the Customer (the “Agreement”); the defined terms of each such Agreement are incorporated herein by reference.

1. **Background.** The Federal Communications Commission's June 29, 2005 ruling on enhanced 911 (“E911”) service requires all interconnected Voice over Internet Protocol (“VoIP”) service providers to ensure that their VoIP customers are provided with a clear understanding of their E911 emergency services capabilities. Edge’s VoIP service was specifically designed to provide Edge’s customers with E911 service on a par with the E911 services offered by traditional telephone companies. However, there are certain limited situations in which Edge’s E911 service will not be available to the Customer, and the E911 Service Disclosure provides important information about Edge’s E911 service in those limited situations.
  
2. **Availability of E911 Service.** E911 service is available 7 days per week, 24 hours per day. Edge’s E911 service routes 911 emergency services calls to the nearest public-safety answering-point. Upon activation of the Customer’s VoIP service, Edge enters the Customer’s registered location and telephone numbers into the local E911 database (the same database used by the traditional telephone companies), which enables the nearest public-safety, answering-point personnel to identify the originating telephone number and registered location of the call. This information is then used to route the 911 call to the nearest emergency response unit (e.g., local police, fire, medical services) corresponding to the originating telephone number and registered location. When establishing new VoIP service, porting telephone numbers, or adding telephone numbers, Edge updates the local E911 database with the new telephone number and registered location. While Edge’s E911 service is completely functional upon activation so that the Customer is instantly able to dial 911 and reach the assigned public-safety answering-point to report an emergency, the enhanced feature of displaying the Customer’s telephone number and registered location may not be immediately available until such information is posted into the E911 database. Edge submits E911 database changes on a daily basis when changes are reported by customers to Edge. In accordance with industry standards; however, it may take up to 3 business days or, in some cases, longer, for such changes to post to the E911 database. In those instances where registration may not yet have occurred or in some geographic areas where public-safety, answering-point facilities are not equipped to automatically receive E911 registered location and call-back information, a 911 caller may need to provide the public-safety, answering-point person who receives the 911 call with the caller’s location and call-back telephone number. Edge’s E911 service will not be available to the Customer in certain circumstances including, but not limited to:
  - 2.1. relocation of the Customer’s IP-compatible, customer-premises equipment;
  - 2.2. use of a non-domestic telephone number;
  - 2.3. broadband connection failure;
  - 2.4. loss of electrical power;
  - 2.5. delays that may occur in making a registered location available in or through the “automatic location information” database; and/or
  - 2.6. the Agreement has either expired or been terminated.

3. Customers may use their VoIP service with Edge at a remote site (e.g., a customer or a customer's employee works from home or from a location other than the registered location for the customer's VoIP service) or may use a VoIP telephone at a location other than the registered location associated with the VoIP telephone. Under these limited situations, if the caller dials 911, the address information displayed to the emergency dispatch center will be displayed as the registered location (most likely, the customer's office location), not the remote caller's location, and the 911 call will be directed to the emergency dispatch center nearest to the registered location rather than the caller's remote location. Accordingly, the Customer is advised to have an alternate means of accessing 911 at such non-registered locations that will correctly display the physical address from where the Customer is calling and route the 911 call to the nearest emergency response unit.
4. The Customer agrees to explain the foregoing potential limitations of Edge's E911 service to all persons who may be present at the physical location where the Customer's VoIP services are utilized and/or who may have occasion to place calls over the Customer's VoIP services and to place the E911 warning stickers provided by Edge on or near the equipment used in conjunction with Edge's VoIP service.