



# VoIP Anywhere Emergency 911 Advisory

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## Important Information About 911 Emergency Dialing with Your Unify Service

We hope you never have to call 911 for emergency services, but if you do, please be aware of these important differences in calling 911 using your BullsEye Telecom Unify service as opposed to your traditional phone service.

### USING YOUR UNIFY SERVICE TO CALL 911:

Unify service supports 911 dialing from the location BullsEye Telecom installs service for you using Analog Telephone Adapter (ATA) device provided or approved by BullsEye Telecom. Calls made from Unify 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 Unify service is installed.

Unify 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 Unify 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 Unify 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. 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. 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.

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

## **SITUATIONS IN WHICH 911 EMERGENCY SERVICE WILL BE UNAVAILABLE:**

### **911 dialing with Unify service 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 Unify service within the service installation location or to a location other than the single location where BullsEye Telecom installed Unify service). You may not use IP enabled stationary devices assigned to, designated for, or configured for use at one Unify service location in any other location, including without limitation in another location at which Unify 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 Unify 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 services for up to 30 days after installation of Unify. This delay in 911 access is due to the time required to update 911 databases with your information.

**ANY 911 EMERGENCY DIALING PROVIDED WITH BULLSEYE TELECOM UNIFY SERVICE IS NOT TRADITIONAL 911 EMERGENCY SERVICE. BULLSEYE TELECOM RECOMMENDS THAT YOU ALWAYS HAVE AN ALTERNATE MEANS OF ACCESSING TRADITIONAL 911 EMERGENCY SERVICES. BULLSEYE TELECOM CAN PROVIDE A POTS LINE FOR THIS PURPOSE. SPEAK TO A SALES REPRESENTATIVE FOR MORE INFORMATION REGARDING POTS SERVICES.**

<b>Conditions</b>	<b>BullsEye Telecom Unify E-911 Service</b>	<b>Traditional Wireline 911 Service</b>
<b>If your power goes out...</b>	<b>No service</b>	<b>Service available*</b>
<b>Your high speed Internet connection is down...</b>	<b>No service</b>	<b>Service available</b>
<b>Does 911 Dispatcher know your address?</b>	<b>Yes (For your registered location)</b>	<b>Yes</b>
<b>Is your 911 call answered by a local 911 Dispatcher?</b>	<b>Yes</b>	<b>Yes</b>
<b>If you take your Telephone Adapter to another location?</b>	<b>No</b>	<b>Not applicable</b>

\*If you have a traditional phone that does not plug into power, for example, cordless home phones require power to work. In some cases, large neighborhood power outages could cause phone line outages.