

911 Emergency Service Advisory
For Qwest Communications Company, LLC, d/b/a CenturyLink QCC (“CenturyLink”)
Managed VoIP Service, Managed VoIP Bundles,
IPTelS and CIPS

The Federal Communications Commission 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 Managed VoIP, Managed VoIP Bundles, IPTelS and CIPS, which contains the limitations on 911 dialing when using your Managed VoIP, Managed VoIP Bundles, IPTelS or CIPS Service. Terms used in this Advisory are defined on the last page.



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 Managed VoIP seats that are not associated to a stationary IP enabled device (i.e., from Handset-Free 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 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, 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 BLAs on IP devices used with the Service. If a Remote BLA is enabled, and Customer or an End User make a 911 call from the Remote BLA line, the 911 call will incorrectly route to the PSAP associated with the 911 location of the telephone number assigned to the Remote BLA, and not to the 911 location of the calling party. For example, if an End User has a Remote BLA 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 BLA line, emergency services will be routed to the 911 location in Chicago associated with the phone number of the Remote BLA, 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.*

CENTURYLINK RECOMMENDS THAT CUSTOMER 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 Managed VoIP, Managed VoIP Bundles, IPTelS and/or CIPS.

“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.

“Handset Free Seats” means Office, Office Enhanced or Basic seats with no associated IP handset.

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“IP” means Internet protocol.

“Office”, “Office Enhanced” and “Basic” seats are End User stations purchased as part of the Service with specific feature sets.

“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 where Service was initially installed, or an updated temporary location that CenturyLink has previously approved. Service may only be used at a CenturyLink-Approved 911 Location.

“Remote BLA” means remote bridged line appearance.

“Service” means the Managed VoIP, Managed VoIP Bundles, IPTeIS or CIPS Service provided to Customer by CenturyLink.

“VoIP” means Voice over Internet Protocol.