



**LIMITATIONS ON 911 EMERGENCY CALLING.
SECURE ALTERNATIVE ACCESS TO 911 SERVICES.**

Important Information About 911 Emergency Dialing with Qwest® Broadband Phone Service (formerly OneFlex® Premier)

ANY 911 EMERGENCY DIALING PROVIDED WITH QWEST BROADBAND PHONE SERVICE IS NOT TRADITIONAL 911 EMERGENCY DIALING. QWEST RECOMMENDS THAT YOU ALWAYS HAVE AN ALTERNATIVE MEANS OF ACCESSING TRADITIONAL 911 EMERGENCY SERVICES. PLEASE REVIEW THE 911 EMERGENCY SERVICE SECTION IN YOUR TERMS AND CONDITIONS FOR MORE INFORMATION.

We hope you never have to call 911, but if you do, please be aware of these important differences in calling 911 using your Qwest Broadband Phone Service, instead of using your traditional phone service.

USING TRADITIONAL PHONE SERVICE TO CALL 911:

QWEST RECOMMENDS YOU MAINTAIN A TRADITIONAL PHONE LINE FOR 911 EMERGENCY SERVICES. 911 emergency service completed over your traditional phone line is provided by your telephone company pursuant to the terms between you and your telephone company.

USING YOUR QWEST BROADBAND PHONE SERVICE TO CALL 911:

Qwest-approved equipment and high speed Internet connection is needed to call 911. In order to complete a 911 emergency call using your Qwest Broadband Phone Service, you must use a DSL or Cable Internet connection with a minimum speed (upstream and downstream) of 256Kbps and a Broadband Phone Adapter that is properly installed (see Quick Installation Guide included with the Broadband Phone Installation Kit).

Your 911 emergency call will be routed based on your Service Address. Because your 911 emergency calls are routed according to the approved Service Address (the address you provided Qwest when you ordered the service or a service address that has been updated at www.qwest.com/mybroadbandphone), your Qwest Broadband Phone Service may only be used at the Service Address listed on the 911 Service Address page of your Qwest Broadband Phone Service portal. Using the Qwest Broadband Phone Service at a location other than your current service address may cause your 911 calls to be routed to the incorrect Public Safety Answering Point and will provide incorrect address information to the 911 operator. If your service address changes, it is important to update your Qwest Broadband Phone Service profile.

Please give the 911 operator your name, phone number, location and the nature of your emergency. Your 911 emergency call routes automatically to the appropriate 911 Center, based on the Service Address that you provided when you ordered your Qwest Broadband Phone Service (or an updated service address that Qwest has approved and processed for you). Most Qwest Broadband Phone Service customers will be connected directly to a 911 operator. Qwest, nevertheless, recommends that you please state your name, phone number, location and the nature of your emergency when dialing 911.

TTY callers should directly dial 911 or other existing emergency numbers in emergency situations. All 911 centers are now equipped to handle TTY calls. Dial 911 directly, as using relay service for 911 may result in a delay to getting your urgent message through.

Moving Your Service. If you desire to move your service and use it at a location DIFFERENT from your Service Address or desire to permanently change your Service Address, you must contact Qwest at www.qwest.com/mybroadbandphone or 1-866-283-0043 (or 877-878-7543 after hours) and obtain Qwest's approval. Not all address changes can be approved due to 911 availability concerns. Requests to modify your

Service Address may take approximately 15 minutes or up to 72 hours from when the request was submitted, depending on the type of 911 service available at the proposed Service Address, during which time any 911 calls placed prior to the completion of processing a location update will be routed to the currently approved Service Address. If a device is moved prior to Qwest approving the new service location, the device may need to be reconfigured and could delay or prevent access to emergency services. Please note that Qwest will disconnect your service if the address you desire to move your service to is a permanent address that Qwest cannot provide 911 service. Using your Qwest® Broadband Phone Service at an unapproved Service Address location is at your own risk and violates the Terms and Conditions of your Qwest Broadband Phone Service.

SITUATIONS IN WHICH 911 EMERGENCY SERVICE WILL BE UNAVAILABLE

1. Power Failure. Your Broadband Phone Adapter requires electrical power to operate. In the event of a power outage at your location, you will be unable to place a 911 emergency call using Qwest Broadband Phone Service. If you also have a traditional phone line and you are experiencing a power failure, your 911 emergency call can be completed over that traditional phone line, if available, unless your traditional phone line is connected to a telephone that does not operate during a power failure.

2. Disrupted Internet Connectivity. The Broadband Phone Adapter requires a broadband Internet connection approved by Qwest to operate (e.g., DSL or cable Internet access). If Internet connectivity is disrupted, lost or degraded for any reason, you will be unable to place a 911 emergency call using Qwest Broadband Phone Service. If you also have a traditional phone line, your 911 emergency can be completed over that traditional phone line, if available.

3. Equipment Malfunctions. If your cable or DSL modem, Broadband Phone Adapter or other related equipment malfunctions, you will not be able to place a 911 emergency call using Qwest Broadband Phone Service. NOTE: If you also have a traditional phone line, you CAN place a 911 emergency call over that traditional phone line, if available.

4. You Call 911 from a Location other than the Service Address Provided to Qwest. Using your Qwest Broadband Phone Service at a location other than an approved Service Address is prohibited by the Terms and Conditions of your Qwest Broadband Phone Service and, as such, constitutes misuse. Because 911 emergency calls are routed based upon your Service Address, 911 calls from a DIFFERENT location will route incorrectly and provide incorrect address information to the 911 operator. If you desire to use your service at a different location, see **Moving Your Service** in the above section.

5. Installation of Broadband Phone Adapter. If your Broadband Phone Adapter was incorrectly installed you may not be able to dial 911.

You will notice the following symbol appears in the on-line ordering forms and Terms and Conditions for Qwest Broadband Phone Service service:



This symbol indicates a potentially hazardous condition which, if not avoided, could result in death or serious injury. When you see this symbol, please take special care to read Qwest's explanation of the limitations on 911 Emergency Calling using your Qwest Broadband Phone Service service, and Qwest's recommendations for avoiding the potential hazard these limitations present.