



**911 EMERGENCY SERVICE ADVISORY  
FOR VOICE OVER INTERNET PROTOCOL (VoIP)  
SERVICES IN THE USA**

The Federal Communications Commission ("FCC") requires Voice over Internet Protocol ("VoIP") service providers to advise customers of the potential limitations of 911 service when access is attempted over a VoIP connection or VoIP Customer Premise Equipment ("CPE").

The FCC also requires VoIP providers to obtain and keep a record of affirmative acknowledgement by every customer using VoIP services and/or IP-compatible CPE, confirming that the customer has received and understood this Advisory. Failure of the Customer to sign and return this acknowledgement to Zayo may result in delay of service installation or suspension of service until the signed acknowledgement is received by Zayo.

For purposes of this Advisory, "Customer" means the entity signing the Customer Order and "End User" means the Customer's members, end users, customers, or any other third parties who use or access the VoIP services or CPE, or the Zayo network via the services or CPE.

**VoIP SERVICES, WHICH CAN INCLUDE FIXED OR NOMADIC SOLUTIONS THAT RELY ON END USER LOCATION CHANGES FOR ACCESS TO EMERGENCY SERVICES, MAY NOT ALLOW YOU TO REACH EMERGENCY SERVICES IN CERTAIN SITUATIONS; DEATH OR SERIOUS INJURY MAY OCCUR IF CUSTOMER DOES NOT HAVE AN ALTERNATIVE MEANS OF REACHING 911 EMERGENCY SERVICES.**

**Customer acknowledges the following regarding potential limitations of 911 Access through VoIP service or CPE:**

**RELOCATION OF END-USER'S IP-COMPATIBLE CPE:** If Customer or Customer's End User moves nomadic, non-fixed telephones and/or IP-compatible CPE to a new location other than the Registered Location ("Registered Location" means the current address (and other location information if applicable) provided by Customer or Customer's End User to Zayo and/or submitted via a Customer and End User portal), the 911 emergency response address associated with the CPE telephone numbers may be incorrect. For 911 dialing to work properly, the 911 emergency response or service address within the 911 database must correspond to the physical location of the calling party. Customer or End User may also need to reset or reconfigure network equipment to restore 911 service.

**SERVICE OUTAGE AND/OR BROADBAND CONNECTION FAILURE:** 911 service may not be available during a service outage or broadband connection failure, including situations beyond Zayo's reasonable control and ability to predict, such as fiber cuts, weather/storm outages, or equipment malfunctions.

**LOSS OF ELECTRICAL POWER:** In the event of an electrical power failure or disruption, 911 service may not be available until power is restored. Customer may also need to reset or reconfigure network equipment to restore 911 service.

**CUSTOMER'S INCORRECT LOCATION REGISTRATION OR FAILURE TO UPDATE ITS EMERGENCY RESPONSE SERVICE LOCATION OR ADDRESS INFORMATION WITHIN THE 911 DATABASE:** Current address information must be provided to Zayo or updated via the applicable Customer and End User portal when the CPE location changes. If the service is used at a location other than the Registered Location, or if CPE is moved within the Registered Location and not reconfigured, Customer is responsible for any use of VoIP service at the non-Registered location. Zayo shall not be liable for such use, as failure by the Customer or End User to update the CPE location will prevent calls for emergency response services from routing correctly.

**911 PROVISIONING INTERVALS: UPDATES TO THE REGISTERED LOCATION DO NOT OCCUR IMMEDIATELY** due to time required to update 911 databases. Following service activation and/or subsequent location updates by Customer or End User, there may be a delay in updating the 911 database and 911 service will not be available. **ZAYO RECOMMENDS THAT CUSTOMER AND END USERS ALWAYS HAVE AN ALTERNATIVE MEANS OF REACHING 911 EMERGENCY RESPONSE SERVICES.**

**END USER AWARENESS:** Customer will notify all End Users of the limitations to access emergency response services as described in this Advisory. Customer should provide End Users with a copy of this Advisory or place a copy near all VoIP CPE. End Users must immediately tell the emergency response agency their phone number and specific location of the emergency to ensure emergency responders can reach the End User.

Customer acknowledges that it has been advised of the limitations associated with VoIP service and further acknowledges it has read, understands and agrees to the foregoing:

**Customer Name & Title:** \_\_\_\_\_  
**Date:** \_\_\_\_\_  
**Signature:** \_\_\_\_\_

