Important E911 Disclosure and Acknowledgement

TWTC provides access to the Enhanced 911 (“E911”) system that sends a caller’s telephone number and location to an emergency dispatcher (called a Public Safety Answering Point “PSAP”). In order to work successfully, the system relies on the correct input of numbers and addresses into centralized databases.

With the introduction of Internet Protocol or “IP” based voice services, including the use of virtual telephone numbers, it is critical that TWTC’s customers (“Customer”) understand and acknowledge the items below.

Take note that E911 access may not be available, or may be limited, as follows:

1. **Emergency Responders Will Not Be Able to Locate Individual End User Stations Unless Customer Takes Additional Steps.** Except for calls that originate from Remote Telephone Numbers (RTNs), or as explained below if a Customer re-routes calls, TWTC will advise emergency responders only of the main street address where TWTC has actually installed the voice service. For all calls that originate from RTNs, TWTC will advise emergency responders only of the street address shown on the applicable Service Order, at which the Customer has indicated to TWTC in writing that Customer will physically use the telephone number. RTNs are telephone numbers that a customer uses at a location which is physically different from the street address where the trunk service to which the numbers terminate has been installed.

   The proper functioning of E911 services depends on correct identification of the service location from which calls are originated, which is programmed into equipment at the site through which calls are routed. During the provisioning process Customer and TWTC jointly will assign and program locations and routes for 911 calling. After installation, if Customer wishes to reroute outbound calls through equipment at a site different from the original programming, or originates calls from a location not disclosed to TWTC, in order for E911 Services to correctly work, Customer must first make arrangements with TWTC to re-program the equipment at the new site to correctly identify the location associated with the affected telephone numbers.

   TWTC cannot identify, control or track the location of individual end-user stations beyond the demarcation point between TWTC’s Network and the Customer’s equipment. TWTC also cannot see the Customer’s method of connecting end-user stations beyond the demarcation point. As a result, emergency authorities will be unable to identify or locate individual end-user stations unless the Customer takes the following steps. If the Customer wants emergency responders to know the location of individual end users, then: (a) for traditional voice services and Direct SIP, the Customer must purchase commercially available Private Switch/Automatic Location Identification (“PS/ALI”) software and Customer must also arrange in writing with TWTC to obtain a special E911 feature; and (b) for Converged Voice, SIP Trunking or Enterprise SIP Trunking (but not Direct SIP) services, the Customer must first arrange in writing with TWTC to obtain a special E911 feature and for TWTC to update the 911 database.

2. **Emergency Responders Will Only Be Able to Locate Calls From Telephone Numbers Assigned by TWTC.** TWTC’s Services are configured to transmit to PSAPs the main physical address only for telephone numbers that TWTC has assigned to the Service. Unless otherwise agreed in writing, the physical location of callers from other telephone numbers will not be sent to emergency responders.

3. **Do not call 911 from Foreign Exchange Services.** TWTC’s Network does not support dialing 911 from foreign exchange services (including BES, EES, ISS, Virtual Reach, Local Reach or VTN) and E911 will not properly operate from these services. Should the customer attempt to use these services to reach 911, even calls that may complete will not be directed to a PSAP in a location capable of responding to the emergency.

4. **Moving or Disabling Equipment May Block E911 Calls.** If you move the equipment used to provide service (IAD or other device) to a location other than the service address you identified when service was first installed without telling us, or if you disable or damage the equipment, E911 calls may not be directed to a PSAP capable of responding to the emergency condition.
5. **Power Outage May Prevent E911 Calls.** If a power failure occurs that lasts longer than the life of the backup battery in or attached to the equipment on your premises used to provide service, E911 access will not work and you will not be able to reach emergency responders.

YOU SHOULD OBTAIN A BACKUP MEANS OF CONTACTING E911 SERVICES AND INFORM YOUR USERS HOW TO DO SO.

TWTC has no liability or responsibility whatsoever for inaccuracies in the E911 database associated with Customer provided information, and TWTC is not responsible for Customer’s inability to access emergency services, except to the extent caused by TWTC’s gross negligence or willful misconduct. Customer hereby waives and releases TWTC for any and all claims that it has or may have against TWTC now or at any time in the future for damages or compensation of any kind that arise from, or in any manner relate to, voice services not having the functionality to provide access to E911 services. Customer further agrees to indemnify and hold TWTC harmless for any claims that are asserted against TWTC that arise from or in any manner relate to voice services not having functionality to provide access to E911 services.

**ACKNOWLEDGEMENT:**

By signing the service order form incorporating this document, Customer affirmatively acknowledges that it understands and will inform users that they may not be able to contact emergency services by dialing 911 in the circumstances described above.