



Wanetics[®] E911

Subscriber Guide

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1.0 What Is Wanetics E911 Service?

Wanetics E911 is an Enhanced 9-1-1 service available with our Voice-over-Internet-Protocol (VoIP) telephone service.¹ It facilitates rapid response by emergency services personnel (such as police, ambulance and fire department) in the event that you require assistance. **When you dial 9-1-1 from your VoIP telephone, your call will be handled quickly and efficiently, with added benefits over traditional 9-1-1 service.**

2.0 Added Benefits of Wanetics E911 Service

Wanetics E911 delivers enhanced information. Wanetics E911 service includes delivery of your address (along with your telephone number) to the emergency services Operator. In an emergency, this enables the Operator to provide your address location to emergency services personnel – even when you can't. For a brief animated demonstration showing how this service works, visit our website at www.wanetics.com.

Wanetics E911 enables you to benefit from the mobile features and functionality of VoIP technology. This service allows you to change your address location temporarily – while on a business trip or vacation, for example – and still ensure that any 9-1-1 call you make using your VoIP telephone will get to the nearest emergency services Operator. So, help is always close at hand.

Wanetics E911 is a leading-edge service in the rapidly developing telecommunications market. You chose to use market-leading VoIP service for your telephone calls, and now that service is equipped with the most advanced 9-1-1 capability in use today.

3.0 “Nomadic” Service

Overview

You have the ability to update your address within the U.S.A., in order to maintain 9-1-1 service when you travel to a temporary location, while on a business trip or on vacation, for example.² However, you should be aware of the following limitations associated with this nomadic service capability –

- ⇒ Wanetics E911 service is not yet available throughout the entire U.S. Therefore, it is possible that we will not be able to accommodate your request for an update to a new address location.

¹ Wanetics E911 is provided in accordance with the Federal Communications Commission's Order, "IP-Enabled Services and E911 Requirements For IP-Enabled Service Providers", First Report and Order and Notice of Proposed Rulemaking, 20 FCC Rcd 10245, released June 3, 2005.

² Wanetics E911 is only available for addresses in the U.S.A.

- ⇒ If you wish to take your VoIP telephone to a new address location at which we cannot provide Wanetics E911 service, we will be required (by Federal Communications Commission mandate) to temporarily suspend your VoIP telephone service – although you will still have the ability to place a 9-1-1 call.
- ⇒ Your VoIP telephone service may be restored once you have returned to a Wanetics Enhanced or Basic 911-supported address location, and have informed us of that address location.

We will be rapidly expanding our Wanetics E911 coverage throughout the U.S. and look forward to providing ongoing enhancements to the service in the future.

4.0 Changing Your Address

Know Your PIN Code

We have provided you or your Telecom Manager with a 5-digit numeric PIN code for use in updating your address location. You must provide both your telephone number and PIN code to our operator in order to make an address update – so, you should keep your PIN code in a safe but accessible place. If you lose your PIN code, or wish to change it, please call our Customer Service personnel at xxx-xxx-xxxx. Note that we cannot accept requests for custom PIN codes, as PIN codes are randomly generated.

Managing PIN Codes for your Business

Managing PIN codes for users is an important task. You may wish to evaluate and set policies regarding how you wish to manage the PIN codes assigned to your telephone numbers:

- Some businesses may choose to have a single person in a department or organization that maintains the PIN codes for the telephone numbers used. This assures no one changes a location without approval of the “PIN manager.”
- Other businesses may choose to provide each user the PIN code for their telephone number. This can be a good choice for subscribers in a small office or if there are subscribers that travel often or work remotely.

Note: *Whoever knows the PIN code information for a telephone number may change the location for 911 service for the TN. Likewise, an end-user cannot change the location of their VoIP phone without the correct PIN code for their telephone number.*

Updating Address (Permanent or Temporary Change)

To update your address location, call Wanetics Support Center at either of the following numbers –

- ⇒ **Toll-Free Number: 866-207-5515**

⇒ **Toll Number: 303-242-8131**

The Wanetics E911 Support Center is open to take your calls anytime between 6:00 a.m. and 6:00 p.m. Mountain Standard Time, Mondays through Fridays (except holidays).

Our Support Center staff will ask you for your telephone number and your PIN code. This authenticates your identity, as a safety precaution. You will then be asked for the new address you would like to temporarily enter into the Wanetics E911 database.

The Support Center should be able to verify for you – while you are still on the phone – that your new address has been successfully entered into the Wanetics E911 database. If this cannot be verified immediately, you will be informed later either by telephone or by e-mail – whichever method you prefer.

Note that, without verification of a successful address update, your current address (not the new temporary address) will be the one stored in the Wanetics E911 database and will be the one provided to emergency services personnel in the event that you place a 9-1-1 call.

If the new address you wish to update to is not within our Wanetics Enhanced or Basic 911 coverage area, you will be informed. If you still wish to move your VoIP telephone to that “No Coverage” address, your VoIP calling service will have to be temporarily suspended (by FCC mandate) until you bring your VoIP telephone to a Wanetics Enhanced or Basic 911-coverage address and inform our Support Center of that address location.

For a brief animated demonstration showing how to update your address location, visit the support section of our website at www.wanetics.com.

Levels of 911 Service

Based on your Registered Location there are three (3) different levels of 911 service available. The list below describes the 911 calling experience at the time of a 911 call, as well as the effects each level of service has on Registered Location update requests:

1. **Wanetics E911- or Enhanced 911** – describes 911 service where the correct Public Safety Answering Point (PSAP) / Local Emergency Operator receives your callback number, registered location, and latitude-longitude coordinates automatically through the 911 network. Wanetics service calls this Level of Service, **Enhanced**.

You may update your Registered Location to any place that Enhanced or Basic coverage is available.

2. **Wanetics Basic 911** – describes 911 service where the correct Public Safety Answering Point (PSAP) / Local Emergency Operator does not have the ability to receive the “Enhanced” data (noted above). Instead, they only receive your callback number. You must communicate your

location to the Emergency Operator during the call. Wanetics service calls this Level of Service, **Basic**.

You may update your Registered Location to any place that Enhanced or Basic coverage is available.

3. **Wanetics Operator Assisted 911** – describes 911 service where the Public Safety Answering Point (PSAP) / Local Emergency Operator receives your callback number, registered location, and latitude-longitude coordinates with the assistance of our Emergency Operator (ECRC). Wanetics service calls this Level of Service, **No Coverage**.

You may update your Registered Location to any place that Enhanced or Basic coverage is available or you may return to your Grandfathered Registered Location (see Section 5 for a definition of Grandfathered Registered Location).

Updating Back To Your Original Address Location

It is very important to note that, once you have returned to your primary address location – or moved to another temporary address location – you **MUST** contact our Wanetics 911 Support Center once again to provide that address location. Otherwise, you will not receive appropriate emergency services help in the event of a 9-1-1 call.

5.0 Service Outages or Interruptions

A service outage or interruption may prevent you from placing calls – including those to 911.

- Just as your regular cordless phone will not work without power, your VoIP phone or Telephone Adapter (TA) does not operate without power, either. As a result, you will be unable to make any type of call, including 911 from your phone during an electrical power outage.
- Similarly, you will not be able to make any 911 calls from your phone if your broadband service provider has a service outage or if any other service degradation or disruption that keeps you from being able to make an outbound call.
- If the phone device is configured improperly
- If for any reason your Wanetics service is temporarily interrupted, you may not be able to make any calls including those to 911.
- FOR THESE REASONS, Wanetics STRONGLY RECOMMENDS THAT YOU ALWAYS HAVE AN ALTERNATIVE MEANS OF ACCESSING TRADITIONAL WIRELINE 911 SERVICES FROM YOUR HOME.

6.0 Your Invoice

Your VoIP services invoice will include a line item called "Name of Line Item". This is a monthly charge associated with provision of Wanetics E911 service, in the amount of \$x.xx.

Remember that you should never dial 9-1-1 unless you have a real emergency – you should never dial 9-1-1 to test whether the service is operating. In some localities, this may be a criminal offense.

If you have any questions regarding our new Wanetics E911 service, please call our Customer Service Center – 312 698-7100