

## SOME IMPORTANT INFORMATION ABOUT CONWAY CORPORATION'S E911 SERVICES

Enhanced 911 (E911) service delivers the caller's registered location and call-back information to public service answering points (PSAPs) whenever someone makes an emergency call. This enables emergency personnel to be dispatched to the scene even if the caller is unable to speak or if the call is suddenly disconnected.

**Conway Corporation's E911 service – SUBJECT TO THE LIMITATIONS DESCRIBED BELOW – automatically routes emergency calls to dispatch operators at local PSAPs.**

### **The FCC Mandate**

Under Federal Communications Commission (FCC) regulations, all voice over Internet protocol ("VoIP") service providers interconnected to the public switched telephone network must offer E911 as a standard element of their residential and business offerings (unless the local PSAP is not capable of receiving and processing call-back or location information).

**The FCC has also required VoIP service providers to inform subscribers that, under certain circumstances, when 911 is dialed from a phone connected to a VoIP service, E911 service may not be available, or the E911 service may be in some way be limited by comparison to traditional E911 service.**

These circumstances include:

1. If you move your **Conway Corporation** MTA or eMTA to a physical address other than the one that you last registered with **Conway Corporation**.
2. If you use a non-native telephone number (i.e., a number not assigned to your service area).
3. When your broadband phone device fails or is not configured properly.
4. When there is an electrical power outage, service outage or suspension/disconnection of **Conway Corporation** service due to billing or other issues.
5. When there is a delay in the provision of **Conway Corporation** service ("dial tone") at the physical address provided at the time of account activation.
6. When a change of address has been reported, but not yet been updated on the **Conway Corporation** account.
7. When the local PSAP receiving **Conway Corporation** E911 emergency service calls does not have a system configured for E911 services that enables the operator to capture and/or retain automatic number or location information.
8. When due to technical factors in network design and/or in the event of network congestion on the **Conway Corporation** network, a **Conway Corporation** E911 call may produce a busy signal or experience unexpected answering wait times and/or take longer to answer than 911 calls placed via traditional telephone networks.

**Conway Corporation** is committed to meeting the demands of our subscribers for E911 as well as the FCC's requirements with the same diligence and seriousness with which we have always approached this important telecommunications issue.

Please see our terms of service for additional information on our E911 dialing.

### **Warning stickers**

If you are using an MTA/EMTA provided by **Conway Corporation**, the above limitations are summarized on a warning sticker on the MTA/EMTA. If you are providing your own MTA/EMTA, **Conway Corporation** has supplied you with warning stickers advising of the above limitations. You agree to place these stickers on or near your telephone.

### **Acknowledgement**

I am at least 18 years old and am the person responsible for making decisions about voice services in this household. I have read the document titled "Some Important Information about **Conway Corporation's** E911 Service," including the limitations on **Conway Corporation's** E911 service. I understand and acknowledge these limitations. I also acknowledge having received warning stickers to place on or near my CPE.

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Signature

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Print Name

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Date