

# 911 Services

## Understanding 911 Services

911 service has become an indispensable part of our public safety infrastructure. The ability to reach emergency services personnel at a consistent number was introduced in the US in 1968. Since then, 911 service has steadily expanded to include new regions, features and technologies.

The introduction of VoIP presented the 911 system with new challenges and opportunities. Because a VoIP phone is not tied to a physical location, and cannot be tracked like a cellular phone, the industry has introduced many new tools and technologies to keep you connected and safe.

This document describes the types of 911 service that may be available to you, and explains how to use SureRing's 911 tools to keep your emergency contact information up to date.

## Levels of 911 Service

There are three different levels of 911 service available based on your location. The list below describes the calling experience at the time of a 911 call, as well as the effects each level of service has on your ability to update your contact address (Registered Location):

1. 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.

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

2. 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.

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

3. 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).

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 below for a definition of Grandfathered Registered Location).



## 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.
- An improperly-configured phone can prevent outbound calls – including 911.
- If for any reason your SureRing service is temporarily interrupted, you may not be able to make any calls including those to 911.
- **FOR THESE REASONS, FRII STRONGLY RECOMMENDS THAT YOU ALWAYS HAVE AN ALTERNATIVE MEANS OF ACCESSING TRADITIONAL WIRELINE 911 SERVICES FROM YOUR HOME OR OFFICE.**

## “Nomadic” Service

You have the ability to update your address within the U.S.A., in order to maintain 911 service when you travel to a temporary location, while on a business trip or on vacation, for example. However, you should be aware of the following limitations associated with this nomadic service capability –

- 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.
- If you wish to take your VoIP telephone to a new address location at which we cannot provide 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 911 call.
- Your VoIP telephone service may be restored once you have returned to a Enhanced or Basic 911-supported address location, and have informed us of that address location.

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



## Changing Your Address

Know your pin code: Each VoIP phone number has 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. You can retrieve your pin code by visiting <http://myfrii.com>. Click “Manage Services,” then click on the number you wish to change. Your PIN and instructions for using it are listed under “Edit Registered Location.”

Note that we cannot accept requests for custom PIN codes, as PIN codes are randomly generated.

\*E911 is only available for addresses in the U.S.A.

## Updating Your Address (Permanent or Temporary Change)

To update your address location, call 866-219-0025.

The 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 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 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 E911 database and will be the one provided to emergency services personnel in the event that you place a 911 call.

If the new address you wish to update to is not within our 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 Enhanced or Basic 911-coverage address and inform our Support Center of that address 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 911 Support Center once again to provide that address location. Otherwise, you will not receive appropriate emergency services help in the event of a 911 call.



## **Operator Assisted 911 Service**

If you were one of our VoIP customers prior to November 28<sup>th</sup>, 2005, but are located at an address outside of our Enhanced or Basic 911 service area, then you will be receiving Operator Assisted 911 service until our E911 service has expanded to encompass your address location. SureRing service considers your address as of November 28<sup>th</sup> to be your Grandfathered location.

As noted above, Operator Assisted 911, means that in the event you dial 911, your call will be answered by a specially trained Emergency Call Response Center Operator at a central location. They will automatically receive your telephone number and address location information, and will then connect your call through to the Local Emergency Operator nearest your address location. This Local Operator will handle your call and dispatch the appropriate emergency services personnel to assist you.

Remember that you should never dial 911 unless you have a real emergency – you should never dial 911 to test whether the service is operating. In some localities, this may be a criminal offense.

If you have any questions regarding our 911 services, please call our  
Customer Service Center – 800-935-6527

