



DSL.net Customer Notification of 911 Service Capabilities For Voice over Internet Protocol Customers

This Notice is deemed incorporated into your service agreement for VoIP service from DSL.net, Inc. (“DSL.net”) and your continued use of our VoIP services constitutes your acknowledgment of your understanding of this Notice.

Description of DSL.net’s E911 Service Capabilities

DSL.net connects directly with traditional wireline telephone companies to provide 911 service, which is a standard feature of our VoIP service. As with traditional telephone company E911, our E911 service is available 7 days per week, 24 hours per day. DSL.net’s 911 service routes 911 emergency services calls to the nearest public safety answering point via traditional phone company facilities. Upon activation of a customer’s VoIP service, DSL.net enters the customer’s registered location and telephone numbers into the local E911 database (the same one used by the traditional wireline telephone companies), which enables the nearest public safety answering point personnel to identify the originating telephone number and registered location of such call, when a 911 emergency services call is placed. Such information is used to route 911 calls to the nearest emergency response unit (for example, local police, fire, medical services) corresponding to the telephone number and registered location.

When establishing new VoIP service, porting additional telephone numbers or adding additional new telephone numbers, DSL.net updates the local E911 database with the new telephone number and registered location. While DSL.net’s 911 service is completely functional upon activation of our VoIP service, such that customers are instantly able to dial 911 and reach the assigned public safety answering point to report an emergency, the enhanced feature of displaying the customer’s telephone number and registered location may not be immediately available until such information is posted into the E911 database. DSL.net submits E911 database changes on a daily basis when changes are reported by customers to DSL.net. In accordance with industry standards, it may take up to 3 business days or, in some cases, longer for such submitted changes to post to the E911 database. However, in some geographic areas where public safety answering point facilities are not equipped to automatically receive E911 registered location and call-back information, a 911 caller may need to provide the public safety answering point personnel who receives the 911 call with such caller’s location and call-back telephone number.

Because your VoIP service is carried over your broadband connection with DSL.net, there are certain situations in which DSL.net’s 911 service will not be available to you, as follows:

1. During a broadband outage;
2. In the event of an electrical power outage that impacts your site; or
3. If your service is terminated.

Additionally, under certain circumstances, customers may be using their VoIP service with DSL.net at a remote site (for example, a customer or a customer’s employee works from home or from a location other than the registered location for the customer’s VoIP service) or may be using their SIP telephones at locations other than the registered location associated with such SIP telephones. Under these limited situations, if the caller dials 911, the address information displayed to the emergency dispatch center will be displayed as the registered location (most likely, the customer’s office location), not the remote caller’s location, and the 911 call will be directed to the emergency dispatch center nearest to the registered location rather than the caller’s remote location. Accordingly, customers that use their VoIP services remotely or use their SIP telephones at locations other than their registered locations are advised to have an alternate means of accessing 911 at such non-registered locations that will correctly display the physical address from where they are calling and route the 911 call to the nearest emergency response unit.