

# 911 Policy

Where WorldCallTel.com, Inc. provides 911 or E911 service (collectively '911 Service'), 911 Service will be delivered to the location specified for installation of the underlying voice service subscribed to by Customer. Subsequent to the initial installation, Customer will be required to notify WorldCallTel.com, Inc. in writing of any changes in the physical location of Customer's telephones, other answering devices, or telephone numbers. Failure to correctly register the physical location may result in Customer's 911 calls being sent to the wrong emergency answering center and emergency personnel dispatched to an incorrect address. After registration, 911 may not take affect for several hours or longer when outside normal business hours.

When applicable, Customer shall be responsible for configuring its premise equipment and related services to generate, in the case of emergency calling, outpulsed Caller ID information corresponding to a telephone number registered by WorldCallTel.com, Inc., on behalf of Customer, with 911 and e911 services and authorities. Failure by Customer to correctly configure

its equipment may result in Customer's 911 calls being sent to the wrong emergency answering center, emergency personnel dispatched to an incorrect address, emergency services being delayed, and accurate emergency calling information such as telephone number and location not being transmitted to the proper answering center. Furthermore, as a result of such equipment misconfiguration by Customer or its Agent, and when 911 calls are erroneously routed to an Emergency Care Response Center (ECRC) instead of the relevant and accurate Public Safety Answering Point (PSAP), customer will be assessed a non-negotiable \$150 fee per call.

911 service will not work during power outages, loss of connectivity provided by WorldCallTel.com, Inc., loss of Internet services where Internet service is being used for voice transport, or if your voice service is not working or has been interrupted or terminated by WorldCallTel.com, Inc..