E911

**AAA DATA SOLUTIONS INC., E911 CUSTOMER NOTIFICATION**

Effective July 1, 2020

**This notification provides important information about the ability to connect to 911 emergency calling services using AAA Data Solutions Services (“The Service”).**

This document provides very important information about emergency 911 calling using the Internet phone provided by AAA Data Solutions Services (”The Service”). This document also describes the steps that you, as a customer of this service (“You”), should take **to ensure Your safety and the safety of Your employees and visitors**.

Capitalized terms used in this document but not otherwise defined have their respective meanings set forth in the Terms of Service between You and AAA Data Solutions.

\*\*\***Note that this document is incorporated into the Terms of Service and creates a legally binding obligation on You.**

**Please read it carefully.**

The Federal Communications Commission’s June 29, 2005 ruling on enhanced 911 (“E911”) service requires all interconnected Voice over Internet Protocol service providers to ensure that their VoIP customers are provided with a clear understanding of their E911 emergency services capabilities.

There are certain limited situations in which our service will not be available to you and this notice provides you with important information about our E911 service and those limited situations.

**AAA Data Solutions Phone 911 Service (“The E911 Service”):** **The E911 Service** operates differently than traditional 911 service. The FCC requires us to advise our customers of the circumstances under which 911 may not be available or may be in some way limited by comparison to traditional 911 service. Such circumstances include:

* **Internet Connection Failure.**If the Internet connection over which **The E911 Service** is provided is interrupted, you and/or your company will not have access to **The E911 Service** during that interruption and therefore **will not** have access to 911 service during that interruption.
  1. Additionally, under certain circumstances, customers may be using their VoIP service 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.

**(2) Network Configuration.** If your company’s network configuration does not permit **The E911 Service** to connect, your company will not have access to **The E911 Service** and therefore **will not** have access to 911 service.

**(3) Service Relocation and Non-Native Telephone Numbers.** Traditional 911 service automatically sends 911 calls to the appropriate local emergency responder, or Public Safety Answering Point (“PSAP”), based on the user’s telephone number. Traditional Enhanced 911 service (also known as E911) automatically sends 911 calls to the appropriate PSAP along with the user’s address and telephone number. Because **The E911 Service** permits customers (and customers’ users) to use **The E911 Service** anywhere they have broadband Internet access, and to obtain numbers that may not correspond with their current location, **The E911 Service** functions differently than traditional 911 service in certain respects:

Because a user’s telephone number does not necessarily correspond with the user’s physical location, all users **must** provide AAA Data Solutions, Inc. (“AAA Data Solutions Service”) with their Registered Location when the company sets up their service. The Registered Location is the street address where the users will be using AAA Data Solutions Service.

**The E911 Service** will, where possible, automatically transmit a user’s Registered Location to the PSAP. Accordingly, if a user relocates the equipment (for example, laptop, tablet, mobile device, desktop phone or desktop computer) used to access **The E911 Service**, the user must update the Registered Location. If the user does not update the Registered Location, any 911 call the user makes using **The E911 Service** will be routed based on the user’s previously provided Registered Location and therefore may not be routed to the appropriate PSAP for the user’s current location.

Once a user notifies AAA Data Solutions Service of a change in the Registered Location, there may be a delay in making the new Registered Location available to properly route 911 calls and advise PSAPs of the user’s Registered Location.

In circumstances where direct routing to PSAPs is not available, **The E911 Service** will route 911 calls to a 24/7 emergency call center where trained agents will ask for the name, location, and telephone number of the person calling 911 and will contact the appropriate PSAP to send help. The call center **will not**automatically receive the user’s address and telephone number.

**(4) Loss of Electrical Power.** Unless there is a backup system to power the Internet connection and any equipment used to access **The E911 Service**, phone service and 911 service **will not** be available during any power outage.

**(5)** **Outbound-Only Extensions.** Your company may choose to enable certain extensions for outbound-only calling. Outbound-only extensions will not be assigned a telephone number to receive inbound calls and may not be used to call 911.

**Customer account administrators must confirm that they have read and understood this notice before enrolling users with AAA Data Solutions Service. Customers are responsible for ensuring that the Registered Location is kept updated for their users and for complying with all requirements of the 911 notice.**