

Important Information Regarding E911 Service With State of Ohio NGTS

As the administrator of the State of Ohio's NGTS platform, the Department of Administrative Services ("DAS") is hereby informed of the limitation of emergency response E911 service when DAS clients (ie, state Agencies) and clients' end users (collectively "Users") use the NGTS service at other than the static location for which the service was provisioned. For clarity, DAS has responsibility for those Users of the NGTS platform who access their service through the state Agencies identified on Schedule A, attached, while DAS does not have responsibility for end users of other state Agencies over which DAS does not have authority and which accordingly are not identified on Schedule A.

When DAS initially sets up service on the State of Ohio NGTS network, E911 service must be provisioned. Provisioning of the NGTS E911 service will normally take less than one hour and DAS will receive an email notification verifying that provisioning was successful or has failed. For failed notification call Customer Service Support at 614.644.6860 or 877.644.6860. Until receipt of notification that 911 has been set up successfully, Users' 911 calls will be directed to a national VoIP 911 emergency center for location validation prior to being transferred to the local Public Safety Answering Point ("PSAP"), which could delay response times.

This notice addresses two means of accessing the NGTS via a Virtual Private Network connection: (1) "fixed" device access and (2) mobile device access. If a User is a fixed user, once the User's E911 service has been provisioned, if the User places an emergency 911 call, the location that was registered during the initial provisioning will be transmitted to the local PSAP serving that location. If a User moves to another location, the new, different location will not be transmitted to the local PSAP serving that new location unless the User registers that new location with Customer Service Support and CBTS. If a User accesses the NGTS network using a mobile device, when the User calls 911 he or she will be connected to a national emergency center which will not know his or her current location. It is important that Users inform the operator of their current location and provide their phone number.

Action Required Now. Federal Communications Commission ("FCC") rules require that we obtain and keep a record on file showing that DAS has received and understood this E911 Service Disclosure. Please IMMEDIATELY review the following information and sign the Acknowledgement. If we do not receive DAS's reply promptly, NGTS will be suspended until we receive your signed acknowledgement.

Limitations of NGTS E911 Service and Subscriber Acknowledgement

There are important differences in the way 911 service operates with a VoIP phone when compared with traditional telephone service. Please note the following:

- **Understand differences between traditional 911 service and VoIP phone E911.**
With traditional phone services, a 911 call is sent directly to the nearest emergency response center. With VoIP phone service, if the location has not been set up properly, the E911 call is forwarded to a national 911 emergency center that automatically or manually routes the call to the local emergency response center.

- **Verify User's location since VoIP phones can be moved between locations.** For technical reasons, the emergency operator may not have correct name, location or contact information available, so a User must immediately inform the emergency operator of the present location and contact particulars any time you call 911. Do not risk sending police or ambulance services to the wrong location.
- **Be prepared during any service interruption or power outage.** VoIP phone service depends not only on continued subscription (and payment) for the service, but also on Internet connectivity and power to function.
- **Do not disconnect.**
Until told by an emergency dispatcher, a User must not disconnect a 911 call. If inadvertently disconnected, a User should call back immediately.
- **Keep the service address up to date.**
CBTS will attempt to provide the emergency operator with the User's service address, so please ensure that the latest information is on file and always accurate. **If DAS wishes to move a User to a new service address, DAS should update the User's location information by contacting the Customer Service Center**

(CSC) via e-mail (csc@ohio.gov) or phone (614.644.6860 or 877.644.6860) and send an e-mail to incidentsngts@cbts.net.
- **Inform other users.**
DAS must notify members of the local site and other potential users of the VoIP phone service of the nature and limitations of 911 emergency calls.

Differences in Service Accessibility

Please remember that E911 service does **not** function when:

1. Provisioning has not been completed for an account profile setup
2. There is no Internet service at the location
3. There is a power outage at your location
4. The Internet Service Provider (ISP), access provider (broadband, dialup, etc.) has cancelled or suspended an account
5. The ISP is blocking ports or addresses that prevent the call from reaching Cincinnati Bell servers
6. The NGTS account has been cancelled
7. There is an improper configuration of the device
8. A User has changed the password for SIP phone on the NGTS website, but not re-configured the device properly.

In addition:

1. Calls may be delayed or dropped due to network architecture. In particular, due to network congestion or problems, calls to E911 services may be dropped, in which case connecting to emergency services may take longer to connect than E911 calls made using traditional telephone service.
2. E911 calls may not complete or be routed to emergency personnel if a User disables, damages or moves the Integrated Access Device (IAD) to a location other than the service



address provided to CBTS when the service was initiated. To report damage to the IAD or if a User is using a fixed service and wishes to move to a new service address, please notify the Customer Service Center (CSC) at **614.644.6860 or 877.644.6860** during the hours of 8 a.m. to 8 p.m. EST or via e-mail at csc@ohio.gov.

By signing this form, DAS is affirmatively acknowledging that (1) the notice has been read, and (2) it assumes responsibility for informing (or appropriately delegating its responsibility to inform) all Users such that each understands how to contact emergency services by dialing 9-1-1 and the limitations of the service compared to E911 using traditional telephone service.

ACKNOWLEDGEMENT

This is to certify that I, on behalf of the Ohio Department of Administrative Services, have read the above information and understand the limitations of VoIP E911 service.

Signature: _____

Name: _____

Position /Title: _____

Date: _____

Please send signed Acknowledgement to: incidentsngts@cbts.net

Schedule A

State Agencies for which DAS has responsibility to inform Users of the NGTS platform

Superintended State Agencies
ACCOUNTANCY BOARD OF OHIO
AIR QUALITY DEVELOPMENT AUTH
ATHLETIC COMMISSION
BD OF EXAMINERS OF ARCHITECTS
BOARD OF BARBER EXAMINERS
BOARD OF COSMETOLOGY
BOARD OF DIETETICS
BOARD OF ENGINEERS & SURVEYORS
BOARD OF NURSING
BOARD OF PHARMACY
BOARD OF PSYCHOLOGY
BOARD OF REGENTS
BOARD OF TAX APPEALS
BROADCAST EDUCATIONAL MEDIA COMMISSION
BUR OF WORKERS' COMPENSATION
CAREER COLLEGES/SCHOOLS BOARD
CASINO CONTROL COMMISSION
CHEMICAL DEPENDENCY PROFS
CHIROPRACTIC EXAMINERS BOARD
CIVIL RIGHTS COMMISSION
COMMISSION ON MINORITY HEALTH
COMMISSION ON SERVICE & VOLUNT
COUNSELOR & SOCIAL WORKERS BD
DENTAL BOARD
DEPARTMENT OF VETERANS' SERVIC
DEPT OF AGING

Superintended State Agencies
EMPLOYMENT RELATIONS BOARD
ENVIRONMENTAL PROTECTION AGCY
ETHICS COMMISSION
HISPANIC-LATINO AFFAIRS COMM
INDUSTRIAL COMMISSION
INSURANCE
JOB AND FAMILY SERVICES
JOINT COMM ON AGCY RULE REVIEW
LAKE ERIE COMMISSION
LIQUOR CONTROL COMMISSION
LOTTERY COMMISSION
MANUFACTURED HOMES COMMISSION
MEDICAID
MEDICAL BOARD
MENTAL HEALTH AND ADDICTION SERVICES
MOTOR VEHICLE COLLISION REPAIR
OCC/PHYS THERAPY/ATHLETIC TRNR
OFC OF INSPECTOR GENERAL
OFFICE OF BUDGET & MGMT
OFFICE OF CONSUMERS' COUNSEL
OHIO ARTS COUNCIL
OHIO DEVELOPMENT SERVICES AGENCY
OHIO FACILITIES CONSTRUCTION COMMISSION
OHIO SCHOOL FOR THE BLIND
OHIO SCHOOL FOR THE DEAF
RESPIRATORY CARE BOARD

Superintended State Agencies
DEPT OF REHAB & CORRECTIONS
DEPT OF TAXATION
DEPT OF TRANSPORTATION
DEPT OF YOUTH SERVICES
DEVELOPMENTAL DISABILITIES
ELECTIONS COMMISSION
EMBALMERS & FUNERAL DIR BOARD
VETERINARY MEDICAL BOARD
ADMINISTRATIVE SERVICES
ENVIRONMENTAL BOARD OF REVIEW
LIBRARY BOARD
PUBLIC DEFENDER COMMISSION
SPEECH-LANGUAGE PATH/AUD BOARD
SANITARIAN REGISTRATION BOARD
DEPT OF PUBLIC SAFETY
DEPT OF AGRICULTURE
DEPT OF COMMERCE
DEPT OF EDUCATION
DEPT OF HEALTH
DEPT OF NATURAL RESOURCES
OPPORTUNITIES FOR OHIOANS WITH DISABILITIES
OPTICAL DISPENSERS BOARD
ORTHOTIC PROSTHETIC PEDORTHICS
PUBLIC WORKS COMMISSION
RACING COMMISSION