

Important Information Regarding E911 Service With State of Ohio NGTS

As a subscriber to the State of Ohio NGTS you are hereby informed of the limitation of emergency response E911 service when you use the NGTS service at other than the static location for which the service was provisioned. When you initially setup 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 you 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, your 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 you are a fixed user, once your E911 service has been provisioned, if you place an emergency 911 call, the location that you have registered during the initial provisioning will be transmitted to the local PSAP serving that location. If you move to another location, your new location will not be transmitted to the local PSAP serving your new location unless you register your new location with Customer Service Support and CBTS. If you access the NGTS network using a mobile device, when you call 911 you will be connected to a national emergency center which will not know your current location. It is important that you inform the operator of your current location and provide your phone number.

Action Required Now. Federal Communications Commission (“FCC”) rules require that we obtain and keep a record on file showing that you have received and understood this E911 Service Disclosure. Please IMMEDIATELY review the following information and sign the Acknowledgement. If we do not receive your reply promptly, your 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 your 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 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, do not disconnect a 911 call. If inadvertently disconnected, call back immediately.
- **Keep the service address up to date.**
We will attempt to provide the emergency operator with the service address, so please ensure that the latest information is on file and always accurate. **If you wish to move to a new service address, you should update your 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.**

The user 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 the user disables, damages or moves the Integrated Access Device (IAD) to a location other than the service address provided when the service was initiated. To report damage to the IAD or if you are using a fixed service and wish 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, the user is affirmatively acknowledging that (1) the notice has been read, and (2) all users understand 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 have read the above information and understand the limitations of VoIP E911 service.

Agency: _____

Subscriber Name: _____

Position /Title: _____

Signature: _____ Date: _____

Please send your signed Acknowledgement to: incidentsngts@cbts.net