



Important Information in Connection with 911 Emergency Calling Services Using CitEscape

CitEscape offers a calling feature that enables customers in the US to dial 911 to reach an emergency service operator. It is important, however, to note that CitEscape emergency 911 service has some fundamental differences from traditional wireline 911 phone service.

To ensure your complete safety, please be aware of the following information regarding 911 emergency calling with your CitEscape service:

Registering your Location for Emergency Calling Service/911 Dialing With CitEscape

CitEscape automatically signs you up for 911 Emergency Calling Service when you initially order your VoIP phone service. There is a screen that prompts you to enter the physical address where your service is located. Giving CitEscape your physical address is the only way to locate the appropriate Public Safety Answering Point (PSAP) serving the area at the physical location where your CitEscape service will be used.

Changing your Emergency Calling Service Address

It is important to keep the address where you will be using CitEscape service current on your CitEscape account. If you move or travel with the CitEscape adapter, you must change your 911 Emergency Calling Service address with CitEscape to ensure your call is routed to the appropriate PSAP. See "Length of Time for Activating Emergency Calling Service or Updating Emergency Calling Service Address" below for more information. If you dial 911 and you have not updated your Emergency Calling Service address in a timely manner, you may not receive the emergency services you require. However, when you call, it is very important to inform the operator of your exact location.

If you need to change your Emergency Calling Service address at any time, you can edit your customer profile in your online account manager within the '911' tab. There is no charge for changing or updating your Emergency Calling Service address and you may make as many changes to your Emergency Calling Service address as necessary.

Length of Time for Activating Emergency Calling Service or Updating Emergency Calling Service Address

When you make changes to your Emergency Calling Service address, it takes up to 8 hours for the change to take effect.

How CitEscape's Emergency Calling Service Works

Simply dial 911 in the case of an emergency and CitEscape will route your phone call to the PSAP that provides emergency services in your area. The appropriate PSAP is determined by the physical location of your Emergency Calling Service address. Therefore, if the Emergency Calling Service address is not the physical location where the CitEscape service is being used, your call cannot be routed to the corresponding PSAP for your area and may prevent you from receiving the emergency services you require. The PSAP or Public Safety Answering Point is the agency that takes emergency calls and routes them to the appropriate emergency service.

Differences Between 911 Service on a Traditional Phone and CitEscape's Emergency Calling Service

CitEscape is in the process of a nationwide Enhanced 911 (E911) service rollout, however, it will take time to fully rollout the entire country. In the meantime, in those limited areas where E911 is not available, CitEscape offers a form of 911 that is similar to E911, but has some important differences. With CitEscape's 911 Emergency Calling service, CitEscape uses the address you provide to determine the nearest emergency response center and then sends your call to a general number at that center. When the center receives your call, you will need to state the nature of your emergency promptly and clearly including your location and telephone number, as PSAP personnel may or may not have this information at hand. PSAP personnel can help you effectively and will take necessary steps to provide you with the appropriate assistance, such as dispatching police, an ambulance, and/or a fire truck.

911/Emergency Service Unavailability

Emergency Calling Service will be unavailable under certain circumstances, including but not limited to, in the event of a power outage, broadband service outage, CitEscape service is suspended or terminated, relocation of the CitEscape adapter, and delays that may occur in updating your Emergency Calling Service address.

As a basic home safety procedure, we recommend that you write down your emergency telephone numbers and your address and educate your family members and those who might use your phone on how to use these in the event of an emergency.

I have read and understand how CitEscape's 911 dialing works.

Customer Signature: _____

Date: _____