

## Advisory Regarding Access to Emergency Response Services For Lumen's Voice over Internet Protocol ("VoIP") Services and Multi Line Telephone System ("MLTS")

This Advisory Regarding Access to Emergency Response Services ("Advisory") is provided to Lumen's Voice over Internet Protocol ("VoIP") Customers, Lumen's Multi Line Telephone System ("MLTS") Customers, and their End Users respectively, and describes the general and service-specific limitations when accessing emergency response services. "Lumen" is defined for purposes of this Advisory as CenturyLink Communications, LLC d/b/a Lumen Technologies Group or its affiliated entities providing Services under this Advisory. The limitations in this Advisory are subject to change upon posting where, upon Lumen's reasonable opinion, the Emergency Calling limitations or requirements must be modified to satisfy Lumen's interpretation of currently evolving Emergency Calling laws, rules and regulations. This Advisory applies to Lumen VoIP Services ("Service" or "Services"), which includes CenturyLink® Hosted VoIP ("Hosted VoIP"), CenturyLink® IQ SIP Trunk ("SIP Trunk"), Enterprise Voice SIP Based Services (SIP Service, FlexVoice and Voice Complete), and Cisco Webex® Calling delivered by Lumen. This Advisory also applies to bundles or packages that include VoIP Service, such as Managed Office and Managed Office Essentials. This Advisory applies to Lumen MLTS Services and the equipment related to such MLTS Services. By submitting an Order for Lumen VoIP Services, MLTS Services, or MLTS equipment, Customer and its End Users acknowledge receipt of this Advisory and understanding of the below limitations. Terms used in this Advisory are defined below. For Customers in North America, this Advisory is provided pursuant to Section 9 of the Federal Communications Commission (FCC) Rules. "Customer" means the entity signing the Order for Services. "End User" means Customer's members, End Users, customers, or any other third parties who use or access the Services or the Lumen network via the Services.



**POTENTIALLY HAZARDOUS SITUATION WHICH IF NOT AVOIDED COULD RESULT IN DEATH OR SERIOUS INJURY. PLEASE READ CAREFULLY.**

**(a) Emergency Calling Capability.** Service may provide access to emergency response services on stationary and/or mobile devices. Current address information (also known as automatic location identification ("ALI") in North America and calling line identifier ("CLI") in Europe) must always be provided to Lumen relating to the End User location (the "Registered Location") and such information must conform to the numbering schemes or regulatory requirements applicable to the jurisdiction for the Registered Location. Customer must obtain Lumen's approval of the Registered Location prior to using the VoIP Service and update the Registered Location via the portal or other method supplied by Lumen when the End User location changes. Updates to the Registered Location do not occur immediately. Lumen will provide Emergency Calling capability associated with the Registered Location, subject to each party's obligations and limitations, by dialing the relevant emergency numbers in a jurisdiction (e.g. 911, 999, 112). Customer is responsible for understanding the local jurisdictional laws pertaining to Emergency Calling, including but not limited to the requirements regarding the level of detail to be provided related to Registered Locations, associated with the Service. Lumen specifically disclaims any such obligation. "Emergency Calling" is the ability to access emergency response services associated with the Registered Location, subject to each party's obligations and limitations, by dialing the relevant emergency numbers in a jurisdiction (e.g. 911, 999, 112). "Registered Location" means Customer's current location approved by Lumen that Customer submitted via the portal or other method applicable to the Service; for some Lumen Services, the Registered Location may be the Customer's primary place of use ("PPU"), or an updated temporary that Lumen has previously approved. Service may only be used at a Registered Location.

**(b) General Limitations.** *When using the Service for Emergency Calling purposes, Customer's End Users should always state the nature of the emergency and include their location and telephone number. Emergency response services may not be able to call the End User back if the call is not completed, dropped or disconnected, or if End Users are unable to provide their phone number and physical location.* Access to emergency response services may not be available under the following circumstances: (a) if the Service is used at a location other than a Registered Location, or if an IP-enabled stationary device is moved within the Registered Location and not reconfigured; (b) if Customer selects a telephone number that is not associated with the geographic area of the installed service and Customer neglects to ensure that the telephone number is registered for the installed Registered Location; (c) if Customer accesses emergency response services prior to completion of the initial installation of Service; (d) use of the Service at a different location other than the Registered Location until Lumen has communicated to Customer that the Registered Location is updated; (e) if the Service fails or degrades for any reason, such as failures resulting from power outages, CPE failure (e.g., Internet connectivity routers, Customer's data network and equipment, Customer premises switches and routers, phones, handsets, Soft Phones, and other Internet Protocol ("IP") enabled devices), cable cuts, or any Service or broadband outage or degradation (including without limitation, failures caused by suspension or termination of the Service); or (f) while maintenance work is being performed. "Soft Phone" means software for an IP-enabled device that allows Customer's End Users to use the Service to make and receive calls on that device.

**(c) Service Specific Limitations. For Cisco Webex® Calling delivered by Lumen and CenturyLink Engage:** *Services do not provide a warning with use via Soft Phones. Services do not provide an email confirmation to Customer when the Registered Location is updated. Customer will update their Registered Location via <https://portal.centurylink.com/au-centurylink-engage/app/911/requests-address-update>. For Remote Bridged Line Appearance ("BLA"), Shared Call Appearance ("SCA") Limitation for Hosted VoIP, Managed Office, and Managed Office Essentials:* *The Remote BLA or Remote SCA functionality allows Customer to program its equipment to ring in two separate locations when a single phone number is dialed (i.e. the End User's house and business). When Customer moves from one location (and ringing premises) to another location, Customer must provide Lumen with its accurate service address. Customer must keep its Registered Location identified in the service portal up to date with the address of its current location. Failure to update the Registered Location with the new address location will prevent calls for emergency response services from routing to the correct emergency response agency. Customer's address has not changed until Lumen has updated the Registered Location. Customer should not use the Service at the new location until Customer has received a confirmation email at its email address of record. For Hosted VoIP and SIP Trunk: Initial installation of Service requires 5 days to establish the Registered Location but may take as long as 30 days after installation of Service due to time required to update 911 databases with customer information. Access to emergency response service is available via stationary devices only (not mobile devices). Additionally, when Customer End Users use a Soft Phone with Service, an emergency warning will appear on the Soft Phone device; End Users must click on the display to acknowledge the warning. Services are domestic US only. The Service does not support any outgoing calls, including calls to emergency response services from Hosted VoIP seats or SIP Trunk TNs that are not associated to a stationary IP Device (e.g. from Voice Mail Only Seats), unless another telephony device from which*

the call can be originated via the End User portal is used. "Voice Mail Only Seats" means featureless seats that allow inbound callers to leave a voice mail message. Since IP Devices and Soft Phones are not available with a voice mail only seat, outbound calls and 911 calls cannot be made from a Voice Mail Only Seat, as may be applicable to the Service. "IP Device" means IP-enabled station sets, expansion modules and handsets approved by Lumen for use with the Service. Customers update their Registered Location via the MyAccount VoIP portal. **Use of Service at a Temporary Location** — The following ONLY applies to SIP Trunk if Customer purchases the 911 Emergency Service optional feature. Customer may temporarily use the Service at a location other than the location designated by Customer as the PPU associated with the TN or 8xx TN, as applicable, with Lumen's approval. Failure to obtain Lumen's approval is prohibited and constitutes a misuse of the Service. Such misuse will result in emergency calls being routed to the incorrect emergency response agency based on incorrect address information. Use of Service at a temporary location may not exceed six (6) months in duration. Customer must submit a Registered Location change request to Lumen both before using Service at the temporary location and before returning to Customer's PPU location (i) by contacting Lumen Care at 1-877-878-7543 or (ii) by submitting a Registered Location change request through the MyAccount: VoIP portal. Upon submission of a Registered Location change request, Lumen will reject the request, or accept and begin processing the request. Customer is responsible for checking the My 911 Location page of the portal to confirm if the request was rejected or accepted. Customer will be notified of the time interval needed to update the Registered Location at the time the request is accepted via the My 911 Location page of the portal. Updating the Registered Location takes approximately 15 minutes, unless further address verification is required, in which case the time interval could take up to two business days. Service should not be used at a temporary location until Lumen has completed the update to the Registered Location and Lumen has issued an update confirmation to Customer's e-mail address of record. In the event Customer does not receive such confirmation by expiration of the communicated time interval, Customer agrees to contact Lumen Care. Any 911 calls placed prior to receiving the email confirmation will be routed according to the last Registered Location. If, upon submission of a location change request, Lumen rejects the change request, Customer understands that Lumen has not approved using the Service at that new location and, as such, Customer is prohibited from using the Service at such location. To ensure proper routing of emergency calls, Customer and its End Users must not install or use IP Devices or Soft Phones with the Service to access emergency response services at another address without following the above address change process. **911 Calls from Alien TNs** — When an emergency call is made from a telephone number that has not been ported to Service or has not been assigned by Lumen ("Alien TN"), Lumen cannot identify the location of the End User to forward the call to the appropriate emergency response service. Lumen will therefore send any Customer emergency calls originated from an Alien TN to a live operator at a third-party contracted national emergency response center. Lumen is charged a fee for each such call (currently \$75.00 per call) and will pass the charges on to Customer. To avoid incurring these charges, Customer and its End Users should not make 911 calls from Alien TNs. For Hosted VoIP: The emergency response service receiving the call is selected based on the street address and Calling Party Number for the Registered Location. The Calling Party Number will be delivered with the emergency call and the emergency response service will have the Registered Location associated with that Calling Party Number. End User's Registered Location may not sufficiently pinpoint the specific location of the emergency; therefore, End Users must immediately tell the emergency response service the specific location of the End User to ensure assistance with the emergency. For SIP Trunk: Unless Customer has purchased the 911 Emergency Service optional feature with SIP Trunk, calls for emergency response services are routed based on the street address for the PPU where SIP Trunk is installed. The number delivered to the emergency response agency with the emergency call will have the TN for the PPU where SIP Trunk is installed, and the address associated with that number. The number delivered to the emergency response agency may be different from the number from which an End User has placed the emergency call based on the options Customer has selected for its PBX and/or IAD, and the PPU address may not sufficiently pinpoint the specific location of the emergency; therefore, End Users must immediately tell emergency response agency their phone number and the specific location of the emergency to ensure the emergency response agency can reach the End User back if the call is not completed or is disconnected, and locate the End User and assist with the emergency. If Customer orders the 911 Emergency Service optional feature with SIP Trunk, the "For Hosted VoIP" provisions of this section will apply in lieu of the "For SIP Trunk" provisions of this section. **Use of SIP Trunk Diversion Headers on 911 Calls** — Customer may only use SIP Trunk Diversion Headers when using the Call Forwarding feature with Service. Customer will not send SIP Trunk Diversion Headers on all calls, and in particular will never send SIP Trunk Diversion Headers on 911 calls. Sending SIP Trunk Diversion Headers on a 911 call may cause the call to mute to the incorrect emergency response agency, or to the correct agency but without the correct Customer phone number and location information. For Enterprise Voice SIP Based Services (SIP Service, FlexVoice and Voice Complete): Customers update their Registered Location via the applicable End User portal or by calling Customer Care. **Lync 911 Service (only available in the United States)** Customer acknowledges that Lumen does not store Registered Location information and relies upon information provided in the Lync 911 call flow as result of Customer's proper configuration of the location information server ("LIS, to route Emergency Calls. Customer is solely responsible for set up of the LIS and assuring location information is loaded, accurate and updated. **Customers Deploying Their Own MLTS (i.e., PBX) Or Comparable Equipment** — Some jurisdictions impose specific requirements on MLTS operators, and Customer is responsible for complying with all such obligations. Customers in California must download and review the brochure at <https://www.cpuc.ca.gov/-/media/cpuc-website/divisions/communications-division/documents/e911-requirements/pbx-911-advisory-brochure.pdf>. Services are configured to provide Emergency Calling service only for telephone numbers that Lumen has assigned to the Service. If Customer programs telephone numbers from another provider into Customer's MLTS, Customer is responsible for coordinating with the other provider to deliver **Emergency Calling for that provider's telephone numbers. For MLTS Services and Equipment:** 911 emergency services will not be available or may not function properly (e.g., they may not route to the correct public safety answering point or 'PSAP', where the Service fails or degrades for any reason, such as failures resulting from power outages and CPE failure (e.g., Internet connectivity).

**(d) Access to Emergency Response Service/Warning Labels for VoIP Services.** Access to emergency response services and an appropriate emergency response agency are only available at the Registered Location. Lumen will provide labels that will indicate that access to emergency service has limited availability and functionality when used with the Services, and Lumen recommends that the labels be placed on or near the equipment associated with the Services. Warning labels are included as an attachment to this Advisory and may also be provided in Customer's welcome package or attached to the applicable Service Exhibit/Service Schedule.

**(e) Acknowledgement of Limitations.** Customer acknowledges that it has been advised of the limitations associated with the Service, including those contained in the Advisory, and further acknowledges its understanding by signing the applicable Order for Service. Customer will notify all End Users of the limitations to access emergency response services as described in this Advisory and the applicable Service Exhibit/Service Schedule. Customer should provide its End Users with a copy of this Advisory.

**(f) Modifications.** Effective upon posting, Lumen may modify the Emergency Calling limitations or requirements provided in the Advisory if in Lumen's reasonable opinion modifications are necessary or advisable to comply with the currently evolving Emergency Calling laws, rules and regulations.

**LUMEN RECOMMENDS THAT CUSTOMER AND END USERS ALWAYS HAVE AN ALTERNATIVE MEANS OF ACCESSING TRADITIONAL EMERGENCY RESPONSE SERVICES.**

## WARNING LABELS (US & CANADA)

**WARNING:**

**E911 Service May be Limited or Not Available**

Emergency Calling Service/E911 will not be available if

1. Your broadband/interconnect connection has failed or is disconnected
2. Your electrical power is disrupted
3. The current location of your handset has not been registered with your service provider

If you are unable to immediately complete a 911 call,  
PLEASE USE THE EMERGENCY PHONE NEAREST YOU.

**WARNING:**

**E911 Service May be Limited or Not Available**

Emergency Calling Service/E911 will not be available if

4. Your broadband/interconnect connection has failed or is disconnected
5. Your electrical power is disrupted
6. The current location of your handset has not been registered with your service provider

If you are unable to immediately complete a 911 call,  
PLEASE USE THE EMERGENCY PHONE NEAREST YOU.

**WARNING:**

**E911 Service May be Limited or Not Available**

Emergency Calling Service/E911 will not be available if

7. Your broadband/interconnect connection has failed or is disconnected
8. Your electrical power is disrupted
9. The current location of your handset has not been registered with your service provider

If you are unable to immediately complete a 911 call,  
PLEASE USE THE EMERGENCY PHONE NEAREST YOU.

**WARNING:**

**E911 Service May be Limited or Not Available**

Emergency Calling Service/E911 will not be available if

10. Your broadband/interconnect connection has failed or is disconnected
11. Your electrical power is disrupted
12. The current location of your handset has not been registered with your service provider

If you are unable to immediately complete a 911 call,  
PLEASE USE THE EMERGENCY PHONE NEAREST YOU.

**WARNING:**

**E911 Service May be Limited or Not Available**

Emergency Calling Service/E911 will not be available if

13. Your broadband/interconnect connection has failed or is disconnected
14. Your electrical power is disrupted
15. The current location of your handset has not been registered with your service provider

If you are unable to immediately complete a 911 call,  
PLEASE USE THE EMERGENCY PHONE NEAREST YOU.

**WARNING:**

**E911 Service May be Limited or Not Available**

Emergency Calling Service/E911 will not be available if

16. Your broadband/interconnect connection has failed or is disconnected
17. Your electrical power is disrupted
18. The current location of your handset has not been registered with your service provider

If you are unable to immediately complete a 911 call,  
PLEASE USE THE EMERGENCY PHONE NEAREST YOU.

**WARNING:**

**E911 Service May be Limited or Not Available**

Emergency Calling Service/E911 will not be available if

19. Your broadband/interconnect connection has failed or is disconnected
20. Your electrical power is disrupted
21. The current location of your handset has not been registered with your service provider

If you are unable to immediately complete a 911 call,  
PLEASE USE THE EMERGENCY PHONE NEAREST YOU.

**WARNING:**

**E911 Service May be Limited or Not Available**

Emergency Calling Service/E911 will not be available if

22. Your broadband/interconnect connection has failed or is disconnected
23. Your electrical power is disrupted
24. The current location of your handset has not been registered with your service provider

If you are unable to immediately complete a 911 call,  
PLEASE USE THE EMERGENCY PHONE NEAREST YOU.

**WARNING:**

**E911 Service May be Limited or Not Available**

Emergency Calling Service/E911 will not be available if

25. Your broadband/interconnect connection has failed or is disconnected
26. Your electrical power is disrupted
27. The current location of your handset has not been registered with your service provider

If you are unable to immediately complete a 911 call,  
PLEASE USE THE EMERGENCY PHONE NEAREST YOU.