

WiCarolina Communications, LLC 911 Information

911/E911 Service is an important feature of the VoIP Phone Service from WiCarolina Communications. Our goal is to offer our VoIP Phone Service customer's reliable access to 911 services in times of emergency, but it is important for all customers to understand the difference between traditional 911 services and the availability of 911 services on any VoIP network.

Traditional 911 Service

911 is the official national emergency number in the United States. Dialing 911 quickly connects you to a Public Safety Answering Point (PSAP) dispatcher trained to route your call to local emergency medical, fire, and law enforcement agencies. Some service operators can offer Enhanced 911 (E911) which offers the additional assurance of being able to identify the telephone number and location of the 911 call automatically. This additional identification provides the added security of knowing the caller's location, assisting the caller in the case where the caller does not know the address or cannot relay the information to the dispatcher.

WiCarolina 911/E911 Capability

All WiCarolina VoIP Phone Service customers are required to register their service location address before activation of the service. When a customer dials 911, we will use the address you provided to determine the appropriate emergency response center and then send your 911 calls to that center.

Key Differences:

- **Required Registration:** WiCarolina requires a unique registration of your service location address at time of order entry. Any customer address that cannot be validated will not be offered WiCarolina VoIP Phone Service. Customers also must acknowledge they understand the limitations of WiCarolina's 911/E911 before WiCarolina Service is activated.
- **Moves or change of address:** If you move your device to a different location you must update your 911-address information. Please note that any changes may take 3-5 business days to complete. During this update period 911/E911 may not function properly. If WiCarolina cannot provide 911/E911 at the new location, your service will be disconnected or discontinued. You will receive a confirmation email notifying you that your 911-address has been updated.
- **Power Outages:** WiCarolina VoIP Phone Service is dependent upon a constant power source, therefore, during any electrical power outage; your WiCarolina VoIP Phone Service including 911/E911 will not be available. WiCarolina strongly recommends you purchase an uninterruptible power supply capable of running your Internet connection and adapter for at least 30 minutes after a power outage.
- **Network Outages:** WiCarolina VoIP Phone Service is dependent upon a high-speed Internet connection; therefore, any outage or interruption of your Internet connection will affect your VoIP Phone Service including the ability to dial 911.

- **Busy Signal:** Like traditional 911/E911 service, it is possible for "all lines to be busy," or for "circuits to be full" at the time of a 911 call. This is especially true during any natural disaster or mass emergency events such as hurricanes, earthquakes, or other public warnings. 911 calls may receive a busy signal, recorded message or be routed to an alternative public safety answering point. Although rare, 911 systems are not immune from outages, database failures, inclement weather and human error.

It is important for customers to understand that the availability of 911/E911 capabilities in the WiCarolina VoIP Phone Service may be delayed or disrupted by power failures, unavailability of connections or lack of access to public safety locations, or delays in moving or establishing your phone number. The WiCarolina VoIP Phone Service differs from traditional phone service in that the availability of 911/E911 features may be delayed or disrupted if your Internet connection slows or is interrupted, your WiCarolina VoIP Phone Service is disconnected for non-payment, or a service outage occurs for any other reason.