



### **HBL VoIP Digital Phone Service E911 Information**

- Your account includes E911 service. E911, or enhanced 911, is a location technology system that assists emergency workers in determining the caller's location. To reach 911 services from your VoIP phone:
  1. Pick up phone
  2. Dial 911
- *Please remember that 911 lines are reserved for emergency calls to report a crime in progress, or a fire, or to request an ambulance. Using 911 for non-emergency calls may delay the arrival of help for people caught in real emergencies.*

#### **Are there extra fees for E911?**

- At HBL Communications we automatically include E911 service with our Residential and Business calling plans. A fee of \$1.50 is collected for maintaining, developing and implementing an E911 service in compliance with FCC Regulations.

#### **What happens to 911 when I travel with my VoIP phone adapter?**

- It's really convenient to receive calls dialed to your home number even if you happen to be vacationing on the other side of the country. Voip emergency information isn't automatically linked to your physical address; that's something you have to enter into the system. If you move your adapter, you're also changing your emergency information and if you don't update your account, 911 emergency operators will receive the wrong information when you call.
- *Be advised that, depending on where you travel, 911 service may not be available, or it might not be equipped to accept all of your E911 information.*

#### **How can I edit my 911 information?**

- In order to provide 911 services, we need to know exactly where you are located. Follow these instructions to update your account:
  - Login to your HBL VoIP Digital Phone account
  - Go to the Services page
  - Choose the Account and scroll down to the bottom of the page
  - Click edit, make the necessary changes and then click save

#### **If there is a power outage will my VoIP 911 work?**

- If the power goes out, the equipment that brings broadband into your house and distributes it for use by a computer, VoIP phone, or online-enabled gaming system won't work. If you can't access your broadband connection, your VoIP phone will not be functional, including your ability to dial 911.
- **Purchase and install an Uninterruptible Power Supply (UPS).** This device stores backup battery power that your broadband devices can use if the power goes out. There is a limit to how long the backup power will last, so keep that in mind when choosing a UPS.
- **Use an available landline to call 911.** If you have a secondary phone line from your local phone company, you can use that to call 911, even if the power is out.
- **Your cell phone can also be used to call 911 in an emergency.** Many newer phones also have GPS tracking features that can be enabled. Check with your wireless phone service provider for more details.

#### **How can I test my E911 & verify my Emergency Information?**

- Log into your HBL Communications VoIP account management page and click Services. Choose the Account and scroll down to the bottom of the page, where you'll find your 911 information. Make the necessary changes and then click Save Changes.



## WELCOME TO THE WORLD OF DIGITAL PHONE

- *Dialing 911 for a non-emergency reason, such as attempting to test your 911, may be a punishable offence in some areas. Check with your local and state law enforcement officials for regional guidelines in your area.*
- If your area permits 911 testing, make sure you tell the emergency operator right away that you're not having an emergency and are only testing your VoIP 911 service to ensure it's working correctly. If you've updated your information, waited the appropriate amount of time and discover your data is still not right, go to your account page and open a support ticket.
- Be aware that not all PSAPs are able to accept enhanced 911 information (E911). If this is the case for your PSAP, only some of your information will be passed along to the emergency operator. You may have to tell the operator your location or call back number.

### **What is PSAP?**

- PSAP stands for Public Safety Answering Point. In the United States, roughly 200 million emergency 911 calls are typically routed through one of around 6,500 PSAP each year. When a call comes in, the emergency operator either automatically receives the caller's location and callback info, or requests it from the person who called. Then, they alert the appropriate emergency response team (fire, police, or ambulance) and stay on the line until help arrives. PSAPs are controlled at the city or county level.

### **HBL VoIP Digital Phone Service E911 Notice**

The FCC requires disclosure of features and limitations of our E911 (Enhanced 911) Service. 911 requires the call to be routed to the Public Safety Answering Point (PSAP) associated with a physical location, our technology allows that the 911 call is routed to your local emergency dispatch operator. We have taken every precaution to ensure that your 911 service is fully functional, but we are not allowed to make test calls to the 911 system & cannot authorize you to do so. You may call the non-emergency number of your local police or fire department and request permission to place a test 911 call to verify service is working correctly. HBL Communications would also like to make you aware that there are limitations to Enhanced 911 service:

1. The HBL Communications adapter will not work if the adapter is not configured properly or if your adapter is not functioning for any reason. This includes a broadband or electrical power outage or if you're broadband, ISP or HBL Communications service is suspended or terminated. In addition if there is any type of natural disaster your 911 service could experience busy signals, fail to connect or fail to be completed due to network congestion.
2. If the service address associated with your HBL Communications service is not correct, 911 calls may be routed to an out of region 911 center that may not be able to offer the correct type of Emergency Service. The enhanced 911 system requires that you have a phone number that is associated with your geographic region, and may not function properly if you have an out of region phone number as your HBL Communications household number.
3. If you move or intend to use your HBL Communications service away from the address that you have registered with HBL Communications, you must update your account with your new location. You may change your Service Address by logging into your account via the web or by contacting HBL Communications Customer Service at HBL Communications. Since it may take 10 days or more to update the 911 emergency databases, you should not rely on HBL Communications for emergency 911 dialing if you are using the service when you are temporarily traveling away from home. If at any point you move and have a new service location you must inform HBL Communications of your new service location.
4. There is a possibility of delayed 911 activation on your service. Because of the time it takes to properly update the 911 emergency databases, your 911 service may not be available immediately upon receiving your device. In most cases, your 911 Service will function properly as soon as your porting process is complete, or your new number is provided. If a temporary number is provided to you, 911 dialing service will not be updated on that temporary number.

If the subscriber fails to acknowledge the HBL Communications 911 disclaimer the FCC may require HBL Communications to restrict HBL Communications VoIP Digital Phone Service. Subscriber must contact HBL Communications with any change of address that affects the geographical location of the subscriber. Failure to provide this information to HBL Communications could result in cancellation of service.