

QuestBlue Systems e911 Documentation

911 emergency call service typically used for delivering emergency calls to a public safety access point otherwise known as the PSAP

e911 Terms & Conditions -- We offer e911 regardless of where your DIDs are hosted. You must however activate the 911 on the DID that you use for outbound Caller ID if you intend to call 911 and route the call to our network. Please see conditions below:

Due to FCC rulings and regulations, all customers who are using QuestBlue Systems services as their primary residential or business telephone carrier must activate 911 Emergency Services on at least one of their DIDs. When calling 911 you must send us the registered Caller ID that you activated with QuestBlue Systems e911 service. Failure to do so will result in a \$100.00 surcharge automatically debited from your account. This is a non-refundable surcharge.

Enhanced 911, the portion of our 911 service which delivers physical address information to your local PSAP is not guaranteed. It is possible that your physical address information may not be passed to the PSAP dispatcher. On occasions such as this you will be required to give the dispatcher the location of your emergency in order to receive emergency service assistance.

Enhanced 911 service is not available to every location within the United States at this time. For locations where e911 is not currently available, you will be required to announce the location of your emergency to the PSAP dispatcher.

Due to the nature and instability of VoIP networks, we cannot and do not guarantee your emergency call will complete. Loss of power, Internet access and or several other conditions may cause 911 to be inoperable. We have no control over those types of situations therefore are not held liable. QuestBlue Systems will do everything within their power to prevent service outages within its network.

For e911 address information to be passed to your local PSAP dispatcher, you must set your outbound caller ID value to the specific DID you are purchasing e911 service for. Therefore, by agreeing to these Terms & Conditions you the customer agree to set the outbound Caller ID number to the DID you have enabled e911 services for when making an outbound 911 emergency call. Failure to set the correct caller ID value will result in a non-refundable \$100.00 surcharge per 911 call as noted above.

By using QuestBlue Systems Enhanced 911 service, Customer agrees that QuestBlue Systems, its contractors, executives, members, customers, agents, employees, carriers, 911 providers, and any anyone else associated with QuestBlue Systems is not held liable for emergency calls failing, even if it is determined that it is the fault of QuestBlue Systems or its associates. Customer further agrees that they will notify their customers, contractors, agents, employees, associates, shareholders, partners, and anyone who may use the QuestBlue Systems 911 service of our limitations and will only permit use of the QuestBlue Systems service by persons who agree to not hold QuestBlue Systems or Customer liable.

Customer will be charged a regulatory recovery fee as published in your rates section in the customer user portal per month for each DID submitted to the e911 database. This fee is non-refundable. Failure to enable e911 service will result in a non-refundable \$100.00 surcharge per 911 call including completed, hang up or disconnected/dropped 911 call.

Please note, if you still have outstanding e911 / 911 questions or comments it must be submitted in our support ticket system, so we have documentation of your questions or concerns.

Additionally, you can contact us over the telephone once you have opened your support ticket. Please call +1-919-443-1617 and select the support option. Be sure to have your previously opened support ticket number when you call so we can quickly assist you in your e911/911 questions.

Thank you,

QuestBlue Systems, Inc