911 / E-911 INFORMATION

E911 Services - When E911 is enabled and a caller from your registered location dials the digits 9-1-1 from a device that is associated with a phone number (DID) and a properly registered address, the phone number and address are automatically sent to the local emergency center serving the location. Emergency operators will have access to this information regardless of whether the caller is able to verbally provide such information.

If the phone number is not registered with an address in the E911 location database, the call will be routed to the '**National Emergency Services Call Center**' without address information by default. This is highly discouraged by our E911 carriers. **See 'Important Notice' below for fees.**

IMPORTANT NOTICE:

- It is the responsibility of the CUSTOMER to ensure that all end users within the customer's organization have the correct 911 Caller ID information entered in the PBX portal with an address registered in the E911 location database. If this information is not entered properly, callers may not be able to dial 911 or calls will not be routed to the local emergency center.
- In cases where a 911 Caller ID number is configured for an end user in the PBX portal without having an address registered in the E911 location database, then the CUSTOMER will be charged $250 per call for 911 dialed calls routed to the 'National Emergency Services Call Center' – the call handling and processing cost associated with such a call.
- When the 911 Caller ID number is configured for an end user in the PBX portal with the correct service location address (the physical address from where the service is used), the caller's address information is delivered to the local emergency center, and the customer will incur an E-9-1-1 charge of $1.99 per call. This is a fee charged by the E-911 center and your local government.

Test Calls - All standard call charges apply. We do not provide customers with any method of test routing for E911. If you want to make a test call, make sure you have a properly registered address associated with your phone number (DID) so that the call will route to the Local Emergency Call Center. Please announce to the Emergency Answering Center Representative that this is a test call and ask them to confirm the call information being transferred with your call.

Please contact our customer service at **support@voradian.com** if you have any questions or are unsure if your service or phone number is properly configured with 911 service. For detailed instructions on setting up E911 please read the user manual under E-911 configuration procedures. For all general questions about your phone system, email **support@voradian.com**.