Exhibit C

911 and E911 Services

The Nation's 911 System

911 service is a vital part of our nation's emergency response and disaster preparedness system. In October 1999, the Wireless Communications and Public Safety Act of 1999 (911 Act) took effect with the purpose of improving public safety by encouraging and facilitating the prompt deployment of a nationwide, seamless communications infrastructure for emergency services. One provision of the 911 Act directs the FCC to make 911 the universal emergency number for all telephone services.

The FCC has taken a number of steps to increase public safety by encouraging and coordinating development of a nationwide, seamless communications system for emergency services. The FCC has designed and established transition periods to bring the nation's communications infrastructure into compliance.

In order to deliver emergency help more quickly and effectively, the carriers and public safety entities are upgrading the 911 network on a regular basis. For example, most 911 systems now automatically report the telephone number and location of 911 calls made from wireline phones, a capability called Enhanced 911, or E911.

The FCC also requires wireless telephone carriers to provide 911 and E911 capability, where a Public Safety Answering Point (PSAP) requests it. Once it is implemented fully, wireless E911 will provide an accurate location for 911 calls from wireless phones.

Other FCC rules regulate 911 for Voice over Internet Protocol (VoIP), mobile satellite services, telematics, and Text Telephone Devices (TTYs). The 911 requirements are an important part of FCC programs to apply modern communications technologies to public safety.

911 History

The Wireless Communications and Public Safety Act of 1999 (911 Act) took effect on October 26, 1999. The purpose of the 911 Act is to improve public safety by encouraging and facilitating the prompt deployment of a nationwide, seamless communications infrastructure for emergency services.

One provision of the 911 Act directs the FCC to make 911 the universal emergency number for all telephone services. Where other emergency numbers had been used, the FCC was directed to establish appropriate transition periods for areas in which 911 was not in use as an emergency telephone number.

State and local authorities continue to expand 911 coverage and upgrade 911 services. Although there may be some counties that still do not have basic 911 services, wireless carriers can deliver 911 calls to the appropriate local emergency authority.

Based on these reports, virtually all carriers now use 911 as the universal emergency number and route 911 calls to an appropriate PSAP. However, emergency services through a PSAP may not be available in all localities.

911 Master Public Safety Answering Point Registry

In December 2003, the FCC began collecting data to build a registry of public safety answering points (PSAPs). A primary PSAP is defined as a PSAP to which 911 calls are routed directly from the 911 Control Office, such as, a selective router or 911 tandem. A secondary PSAP is defined as a PSAP to which 911 calls are transferred from a primary PSAP. The PSAP database serves as a tool to aid the Commission in evaluating the state of PSAP readiness and E911 deployment.

> ***Download the FCC Master PSAP Registry File,(xlsx (/files/masterpsapregistryv2238xlsx)) | (csv (/files/masterpsapregistryv2238csv-0))***
>
> ***Last updated June 1, 2019***

> ***Note: The PSAP Registry now includes a column indicating the date on which individual PSAP information was modified.***

The Registry lists PSAPs by an FCC assigned identification number, PSAP Name, State, County, City, and provides information on any type of record change and the reason for updating the record. For further information concerning the FCC's Master PSAP Registry and carrier reporting requirements, or to notify the Commission of changes to the PSAP Registry, please send an email to fccpsapregistryupdate@fcc.gov (mailto:fccpsapregistryupdate@fcc.gov).

Enhanced 911 - Wireless Services

The FCC's wireless Enhanced 911 (E911) rules seek to improve the effectiveness and reliability of wireless 911 services by providing 911 dispatchers with additional information on wireless 911 calls. The FCC's wireless E911 rules apply to all wireless licensees, broadband Personal Communications Service (PCS) licensees, and certain Specialized Mobile Radio (SMR) licensees.

The FCC has divided its wireless E911 program into two parts - Phase I and Phase II. Under Phase I, the FCC requires carriers, within six months of a valid request by a local Public Safety Answering Point (PSAP), to provide the PSAP with the telephone number of the originator of a wireless 911 call and the location of the cell site or base station transmitting the call.

Under Phase II, the FCC requires wireless carriers, within six months of a valid request by a PSAP, to begin providing information that is more precise to PSAPs, specifically, the latitude and longitude of the caller. This information must meet FCC accuracy standards, generally to within 50 to 300 meters, depending on the type of technology used. The deployment of E911 requires the development of new technologies and upgrades to local 911 PSAPs, as well as coordination among public safety agencies, wireless carriers, technology vendors, equipment manufacturers, and local wireline carriers.

Annual Reports on the Collection and Use of 911 Fees

The New and Emerging Technologies 911 Improvement Act of 2008 (NET 911 Act) requires the Commission to submit an annual report to Congress on the collection and distribution of 911 and Enhanced 911 fees and charges by the states, the District of Columbia, U.S. territories, and Tribal Nations (states and other reporting entities). As part of its annual review, the NET 911 Act requires the Commission to report whether 911 fees and charges collected by states and other reporting entities are being used for any purpose other than to support 911 and Enhanced 911 (E911) services. The Commission formally solicits public comment on the Report, the information provided to the Commission by states and other reporting entities, and the reported expenditure of funds for Next Generation 911 (NG911) services. 911 Reports and Reporting Jusrisdiction Filings (/general/911-fee-reports#block-menu-block-4)

Consumer Information

The official emergency number in the United States and Canada is 911. Although the first 911 call was placed in Haleyville, Alabama in 1968, it was not until 1999 that the United States Congress directed the FCC to make 911 the universal emergency number in the United States for all telephone services. The 911 network is now a vital part of our nation's emergency response and disaster preparedness system. Emergency personnel and others often learn about emergencies through 911 calls. Dialing 911 quickly connects a caller to a nearby Public Safety Answering Point (PSAP) dispatcher who is trained to route your call to local emergency medical, fire, and law enforcement agencies.

911 lines are designated for emergency calls, such as reporting a crime in progress, reporting a fire, or requesting an ambulance.

Using 911 for non-emergency calls may delay help for people caught in real emergencies. Some communities have designated the number 3-1-1 for non-emergency calls to police and other government services.

911 Releases

- May 24, 019 - Order
  PSHSB Grants Multiple Waiver Request (/document/wireless-e911-location-accuracy-requirements-7)

- April 4, 2019 - Public Notice
  Comment and Reply Comment Dates Announced for Z-Axis E911 FNPRM (/document/pshsb-announces-comment-and-reply-comment-dates-z-axis-e911-fnprm)

- March 18, 2019 - Notice of Proposed Rulemaking
  Wireless E911 Location Accuracy Requirements (/document/wireless-e911-location-accuracy-requirements-6)

- January 2, 2019 - Public Notice
  PSHSB Reminds CMRS Providers of January 18, 2019 E911 Phase II Deadline (/document/pshsb-reminds-cmrs-providers-jan-18-2019-e911-phase-ii-deadline)

- December 19, 2018 - News Release
  FCC Issues Annual Report of State of 911 Fees (/document/fcc-issues-annual-report-state-911-fees)

- September 26, 2018 - News Releases
  FCC Proposes Action to Help the Public Reach 911 (/document/fcc-proposes-action-help-public-reach-911)

- September 10, 2018 - Public Notice
  PSHSB Seeks Comment on Z-Axis Metric Proposed by Wireless Carriers (https://www.fcc.gov/document/pshsb-seeks-comment-z-axis-metric-proposed-wireless-carriers)

- September 5, 2018 - Public Notice
  New docket to address Kari's Law and Sec. 506 of RAY BAUM's Act (https://www.fcc.gov/document/new-docket-address-karis-law-and-sec-506-ray-baums-act)

- May 2, 2018 - Order
  Location-Based Routing for Wireless 911 Calls (https://www.fcc.gov/document/location-based-routing-wireless-911-calls)

- March 30, 2018 - Public Notice
  PSHSB Provides Guidance on E911 Certifications, Other 2018 Deadlines (https://www.fcc.gov/document/pshsb-provides-guidance-e911-certifications-other-2018-deadlines)

- March 23, 2018 - Notice of Inquiry
  FCC to Examine Ways to Improve 911 Call Routing (https://www.fcc.gov/document/fcc-examine-ways-improve-911-call-routing-0)

- March 1, 2018 - Public Notice
  PSHSB Opens PS Docket No. 18-64 (https://www.fcc.gov/document/pshsb-opens-ps-docket-no-18-64)

- February 14, 2018 - Speech
  Public Safety Bureau Chief Lisa Fowlkes Remarks on 911 System (https://www.fcc.gov/document/public-safety-bureau-chief-lisa-fowlkes-remarks-911-system)

- February 7, 2018 - Public Notice
  FCC Seeks Comment on Ninth Annual 911 Fee Report (https://www.fcc.gov/document/fcc-seeks-comment-ninth-annual-911-fee-report)

More 911 Releases (https://www.fcc.gov/911-releases)

Related Material

- **2018 SOC Classification of Public Safety Telecommunicators** (https://transition.fcc.gov/bureaus/pshs/docs/2018-SOC_Public-Safety-Telecommunicator_Classification_120616.pdf)

Bureau/Office:

Public Safety and Homeland Security (https://www.fcc.gov/public-safety-and-homeland-security)

Tags:

911 (/tags/911-1) - Public Safety (/tags/public-safety-0)

Updated:

Friday, June 7, 2019

Federal Communications Commission

VoIP and 911 Service

Español (/consumers/guides/telefonia-por-internet-y-el-servicio-911)

Portable interconnected Voice over Internet Protocol (VoIP) services can be used from virtually any Internet connection anywhere, which raises challenges for the emergency services community in determining the location from which a 911 call has originated.

You should be aware that:

- VoIP 911 calls may not connect to the PSAP, or may improperly ring to the administrative line of the PSAP, which may not be staffed after hours, or by trained 911 operators.
- VoIP 911 calls may correctly connect to the PSAP, but not automatically transmit the user's phone number and/or location information.
- VoIP customers may need to provide location or other information to their VoIP providers, and update this information if they change locations, for their VoIP 911 service to function properly.
- VoIP service may not work during a power outage, or when the Internet connection fails or becomes overloaded.

Tips for subscribers to fully interconnected VoIP service

If you have or are thinking of subscribing to an interconnected VoIP service, you should:

- Provide your accurate physical address to your interconnected VoIP service provider to ensure that emergency services can quickly be dispatched to your location.
- Be familiar with your VoIP service provider's procedures for updating your address, and promptly update address information in the event of a change.
- Have a clear understanding of any limitations of your 911 service.
- Inform children, babysitters and visitors about your VoIP service and its 911 limitations, if any.
- If your power is out or your Internet connection is down, be aware that your VoIP service may not work. Consider installing a backup power supply, maintaining a traditional phone line or having a wireless phone as a backup.
- If you have questions about whether the phone service you are receiving is an interconnected VoIP service, contact your service provider for further information.
- PSAPs currently lack the technical capability to receive texts, photos and video.

FCC E911 rules

The FCC requires that providers of interconnected VoIP telephone services using the Public Switched Telephone Network (PSTN) meet Enhanced 911 (E911) obligations. E911 systems automatically provide to emergency service personnel a 911 caller's call back number and, in most cases, location information.

To reduce possible risks to public safety, the FCC requires interconnected VoIP providers to:

- Automatically provide 911 service to all customers as a standard, mandatory feature. VoIP providers may not allow customers to "opt-out" of 911 service.
- Obtain a customer's physical location prior to service activation, and provide one or more easy ways for customers to update the location they have registered with the provider if it changes.
- Transmit all 911 calls, as well as a callback number and the caller's registered physical location, to the appropriate emergency services call center or local emergency authority.
- Take appropriate action to ensure customers have a clear understanding of the limitations, if any, of their 911 service. They must distribute labels warning customers if 911 service may be limited or not available and instruct them to place the labels on or near equipment used with VoIP service.
- Obtain affirmative acknowledgement from all customers that they are aware of and understand the limitations of their 911 service.
- Ensure that a 911 call is routed to the appropriate PSAP in areas where emergency service providers are not capable of receiving or processing the location information or call back numbers not automatically transmitted with 911 calls.

VoIP service providers that do not fully interconnect with the PSTN are not currently required to comply with the FCC's 911 and E911 rules.

Print Out

VoIP and 911 Service Guide (/sites/default/files/voip_and_911_service.pdf) (pdf)

Date Last Updated/Reviewed: Friday, September 8, 2017

Bureau/Office:

Consumer and Governmental Affairs (https://www.fcc.gov/consumer-governmental-affairs)

Tags:

911 (/tags/911-1) - Broadband, Internet & IP (/tags/broadband-internet-ip) - Public Safety (/tags/public-safety-0) - VoIP 9-1-1 (/tags/voip-9-1-1) - Voice over Internet Protocol (/tags/voice-over-internet-protocol)

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