



## **VoIP 911 Service Disclosure for VoIP Capable Products**

### **WARNING: VoIP 911 emergency calling service/E911 may be limited or not available if:**

- Your broadband/interconnect connection has failed or is disconnected.
- Your electrical power is disrupted.
- The current location of your VoIP device/handset has not been registered with your service provider.

If you are unable to immediately complete a 911 call, PLEASE USE THE EMERGENCY PHONE NEAREST YOU.

According to the FCC, "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 911 call center serving your current location or may improperly ring to the administrative line of the 911 call center, which may not be staffed after hours or by trained 911 operators.
- VoIP 911 calls may correctly connect to the 911 call center but not automatically transmit the caller'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 each time 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 [or due to other technical difficulties].

### **[911 Tips for Subscribers of Fully Interconnected VoIP Services]**

#### **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. (440-775-4001)
- 911 call centers currently lack the technical capability to receive photos and video. In addition, the ability to send text messages to 911 is only available in certain areas.

## VoIP and 911 Service

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### Tips for subscribers to fully interconnected VoIP service

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### 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 emergency service personnel with 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. Providers 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 911 call center in areas where emergency service providers are not capable of receiving or processing the location information or call back numbers are not automatically transmitted with 911 calls.

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

## Filing a complaint

If you have been unable to access emergency services while using VoIP service, you have multiple options for filing a complaint with the FCC:

- File a complaint online at <https://consumercomplaints.fcc.gov>
- By phone: 1-888-CALL-FCC (1-888-225-5322); TTY: 1-888-TELL-FCC (1-888-835-5322) ; ASL: 1-844-432-2275
- By mail (please include your name, address, contact information and as much detail about your complaint as possible):

Federal Communications Commission  
Consumer and Governmental Affairs Bureau  
Consumer Inquiries and Complaints Division  
45 L Street NE  
Washington, DC 20554

## Alternate formats

To request this article in an alternate format - braille, large print, Word or text document or audio - write or call us at the address or phone number above, or send an email to [fcc504@fcc.gov](mailto:fcc504@fcc.gov).





## Calling Features

**All forwards must use a 1 in front of the phone number to forward. Example: \*721XXX-XXX-XXXX**

### **Caller ID and Caller Name Delivery**

For phones that support this feature, incoming calls will include the incoming caller ID and caller name if provided by the network.

### **Call Waiting**

Call waiting allows you to receive a new call while you are still on an existing call. The service will deliver caller ID and caller name during call waiting if your phone supports this feature. To answer the call waiting call, either press the Flash key on your phone if it has one or press the hook switch and release it after a half second. This will place the original caller on hold and will connect you with the new caller.

### **Call Hold**

To temporarily place a caller on hold, either press the Flash key on your phone if it has one or press the hook switch and release it after a half second. You will hear a dial tone from your phone, but it's not necessary to dial anything. To pull the call back from hold, either press the Flash key again on your phone if it has one or press the hook switch and release it after a half second.

### **3-Way Calling**

To place a 3-way call, either answer an incoming call or place an outgoing call. Once answered, put the first call on hold by either pressing the Flash key on your phone if it has one, or pressing the hook switch and release it after a half second. You will hear a dial tone from your phone. Enter the destination number for the next caller. Wait until the other person answers. Either press the Flash key on your phone if it has one or press the hook switch and release it after a half second to join everyone together. To end the 3-Way call, simply hang up. If any of the called users hangs up first, you will remain joined to the other user. Hang up at any point to end the 3-Way call.

### **Anonymous Call Rejection**

To reject calls that come across as Anonymous, dial \*77. To re-enable receiving Anonymous calls, dial \*87.

### **Calling Line ID Delivery Blocking**

To block sending your caller ID call-by-call, dial \*67 followed by the number you are calling. The other party will receive an Anonymous call.



## **Call Forward Always**

If you will be traveling and want to forward your phone, dial \*72 followed by the 1 + number to forward calls to. Make sure the call is answered on the forwarded number to complete the process. To disable the call forward, dial \*73.

## **Call Forward No Answer**

To forward only unanswered calls instead of letting them go to your voicemail, dial \*92 followed by 1 + the number to forward calls to. Make sure the call is answered on the forwarded number to complete the process. To disable the call forward, dial \*93.

## **Call Forward Busy**

In the event that you lose your internet service, you can set a number to forward calls to when your home phone is offline. Dial \*94 followed by 1 + the number to forward calls to in the event you lose internet service. Make sure the call is answered on the forwarded number to complete the process. Dial \*95 to disable this service.

## **Do Not Disturb**

Placing your phone in Do Not Disturb will cause all calls to go to your voicemail box. To enable Do Not Disturb, dial \*78. To disable Do Not Disturb, dial \*79.

## **Voice Portal Main Menu**

At the main menu, the following options are available:

- 1 – New Messages
- 2 – Saved Messages
- 3 – Send Messages
- 4 – Set Call Forwarding
- 5 – Control Options
- 6 – Greetings
- 7 – Deleted Messages

## **Listen To Your Messages**

When you call into your voicemail box, the system will announce the number of new and saved messages. To listen to your messages, press 1. When you press 1, the system will begin auto-playing the first new or first saved message. Once you have listened to a message, you can choose the following options:

- 1 - Save
- 2 - Repeat the message
- 3 - Forward
- 4 - Delete
- 5 - Skip
- 6 - Reply
- # - To Finish



## Change Your Mailbox Greeting

To change the message callers hear when your line is busy, press 6. Initially, callers will hear the default message (Hello, First Name Last Name is unavailable. Please leave a message). If your phone supports call waiting, callers will not receive a busy greeting unless you have one caller on hold and are talking to a second caller.

- 1 - To record a new greeting
- 2 - To listen to your current busy greeting
- 3 - To select greeting

## Star Code Quick Guide

**All forwards must use a 1 in front of the phone number to forward. Example: \*721XXX-XXX-XXXX**

- \*62 – Voicemail
- \*69 – Call Return
- \*67 – Caller ID Block
- \*72 – Activate Forward
- \*73 – De Activate Forward
- \*77 – Anonymous Call Rejection
- \*78 - Activate Do Not Disturb
- \*79 - De Activate Do Not Disturb
- \*92 - Activate Call Forward No Answer
- \*93 - De Activate Call Forward No Answer
- \*94 – Activate Call Forward Busy
- \*95 – De Activate Call Forward Busy



## Cable Co-op's Business VOIP Phone Service

### No hidden fees, taxes, or charges.

\$13.95 per month with autopay and email billing

\$15.95 per month **without** autopay and email billing

- Must have Cable Co-op's Business Internet and Business Advanced Wi-Fi services.
- Keep your current phone number or get a new one.
- Permanently rent our phones for a one-time charge of \$175 per phone or rent our phones month-to-month for \$8.95 per month, per phone or bring your own compatible phone.
- Cable Co-op will **NOT** use your existing phone lines.
- International Calling is **NOT** included.
- You will **NOT** receive a detailed or separate phone bill.
- Faxing available for an additional fee.
- Security systems requiring a landline are **NOT** compatible.
- Installation and setup charges **NOT** included in the prices listed above.

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#### Fine Print:

If you decide to disconnect our VOIP service and want to "port" your telephone number elsewhere, your account must be paid-in-full and in good standing or Cable Co-op cannot release the telephone number.