



## **e911 Service Limitations & Disclosure Notice**

### **e911 Regulations & Enhancements:**

#### **Kari's Law**

#### **Section 506 of RAY BAUM'S Act**

**For More Information on Kari's Law & RAY BAUM'S Act; click here <https://www.fcc.gov/mlts-911-requirements>**

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### **e911 Disclosure Notice**

**This Notice is a material part of Copper Canyon Communications' VoIP Service Agreement. The Customer represents, warrants and agrees that it has read, understood and agrees to these limitations, restrictions and terms applicable to Copper Canyon Communications' VoIP Services (the "Services").**

**1.0 As fully detailed in this Notice, Copper Canyon Communications Hosted VoIP Service e911 capabilities are subject to the following limitations and terms of service.**

- e911 SERVICE MAY NOT WORK IF THERE IS A POWER OUTAGE.**
- e911 SERVICE MAY NOT WORK IF YOUR BROADBAND CONNECTION IS DISRUPTED OR CONGESTED FOR ANY REASON, OR IF YOUR SERVICE IS TERMINATED OR SUSPENDED FOR ANY REASON (INCLUDING BUT NOT**

**LIMITED TO NON-PAYMENT).**

- **e911 SERVICE MAY NOT BE OPERATIVE UNTIL YOU INITIATE BILLING SERVICE WITH Copper Canyon Communications; AFTER ALL PORTS ARE COMPLETED, OR NEW NUMBERS ARE ACTIVATED; OR IF YOU MOVE YOUR SERVICE ADDRESS WITHOUT NOTIFYING Copper Canyon Communications.**
- **e911 SERVICE WILL NOT WORK PROPERLY IF YOU MOVE YOUR PHONE TO A NEW LOCATION WITHOUT UPDATING YOUR ADDRESS IN THE e911 SYSTEM.**
- **e911 SERVICE MAY NOT WORK IF YOU USE Copper Canyon Communications FOR REMOTE USE WITHOUT NOTIFYING Copper Canyon Communications AND MODIFYING THE USER PERSONAL ADDRESS INFORMATION.**
- **e911 SERVICE MAY NOT WORK IF THE TELEPHONE NUMBER PROGRAMMED ON THE VoIP PHONE IS FROM A DIFFERENT GEOGRAPHIC RATE CENTER THAN WHERE THE VoIP PHONE IS PHYSICALLY LOCATED.**
- **e911 SERVICE MAY NOT WORK IF YOU INCORRECTLY FILLED OUT YOUR ADDRESS VERIFICATION FORM.**
- **e911 SERVICE MAY NOT WORK IF YOU USE A PC-BASED SOFT PHONE.**
- **e911 SERVICE MAY NOT WORK IF THE TELEPHONE NUMBER PROGRAMMED ON THE VoIP PHONE BEGINS WITH A TOLL-FREE PREFIX (800, 811, 822, 833, 844, 855,**

**866, 877, 880, 881, 882, 888, 889)**

## **2.0 EMERGENCY SERVICES – e911 CALLING**

### **2.1 Non-Availability of Traditional 911 or E911 Calling Service**

**Copper Canyon Communications e911 Service is a mandatory component of all Copper Canyon Communications services. Copper Canyon Communications e911 Service enables Customers to communicate with emergency services by dialing 911. By signing a Service Activation Form for Copper Canyon Communications Services, the Customer acknowledges and agrees that Copper Canyon Communications 911 Service is different in important ways from traditional landline 911 and cellular/wireless 911.**

### **2.2 Description of Emergency Dialing Capabilities**

#### **2.2.1 Activation Required**

**Copper Canyon Communications offers emergency dialing service in the United States that is different in a number of important ways from traditional 911 service. While Copper Canyon Communications' voice products are configured to permit 911 services, 911 emergency dialing is NOT automatic. Copper Canyon Communications will enable direct 911 dialing and other features required by law for the systems it installs and complete the set up for such functionality at the Customer's main number(s) at the time of initial installation.**

**When Customer dials 911, the 911 call is routed from Copper Canyon Communications' network to the Public Safety Answering Point (PSAP). Customer acknowledges and agrees that 911 calls made via Copper Canyon Communications Service**

**may be routed to the general telephone number for the PSAP and may not be routed to the designated 911 dispatcher(s).**

**Copper Canyon Communications relies on third-parties for routing and disclaims liability for incorrect routing. Customer acknowledges that this is not the same as traditional 911 and agrees to indemnify Copper Canyon Communications and its agents for any related issues except in cases of gross negligence or willful misconduct.**

## **2.3 Service Outage**

### **2.3.1 Power Failure or Disruption**

**911 dialing will not function in a power outage or surge. Service must be reset once power is restored.**

### **2.3.2 Service Suspension or Termination**

**Service outages due to billing issues, broadband issues, or termination will prevent 911 calls.**

### **2.3.3 Other Service Outages**

**Internet outages for any reason will also prevent 911 calling.**

## **2.4 Registered Location**

### **2.4.1 Registered Location Required**

**Customers must register the physical location of equipment when service is activated and whenever a device is moved. Copper Canyon Communications will perform initial registration, but the Customer is responsible for accuracy.**

### **2.4.2 Failure to Designate Correct Address**

**Incorrect or outdated address information may cause 911 calls to be misrouted.**

#### **2.4.3 Re-Activation Required for Number Changes**

**911 service will not work with new, changed, or ported numbers until activated by Copper Canyon Communications.**

#### **2.4.4 Re-Activation Required for Location Changes**

**Relocating without updating the registered address will cause 911 misrouting.**

#### **2.5 Use Outside the United States**

**Copper Canyon Communications' e911 service is not available outside the U.S.**

#### **2.6 Automated Number Identification**

**PSAP may not be able to identify your phone number when dialing 911.**

#### **2.7 Automated Location Identification**

**PSAP may not receive your location automatically. Clearly state your address when calling 911.**

#### **2.8 Multiple-Line Systems**

##### **2.8.1 Notification**

**Customers using multiple lines must provide a designated contact to receive notifications when 911 is dialed.**

##### **2.8.2 Multi-Seat System Management**

**The Customer is responsible for compliance with applicable laws (e.g., Kari's Law, RAY BAUM's Act), system setup, and operation.**

#### **2.9 Alternative 911 Arrangements**

**Copper Canyon Communications urges all Customers to maintain alternative access to emergency services and to keep**

**their e911 information current by contacting support at [service@copperccaz.com](mailto:service@copperccaz.com) or 928-263-6763.**

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### **3.0 Warranty Disclaimer, Limitation of Liability and Indemnification**

**Emergency services are provided as is. Copper Canyon Communications disclaims all warranties, including implied warranties of merchantability, fitness for a particular purpose, and non-infringement.**

**Copper Canyon Communications shall not be liable for any inability to access 911 unless due to gross negligence or willful misconduct. Customers must indemnify and hold harmless Copper Canyon Communications and related parties for any issues arising from service failure, including 911 access failures.**

**These disclaimers form a critical part of the agreement between Copper Canyon Communications and the Customer and shall remain enforceable even if found to have failed their essential purpose.**

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