



## E911 Service: PS/ALI Waiver for User Provided Numbers

FIRSTLIGHT FIBER, INC. ("FIRSTLIGHT") provides FirstLight customers E911 emergency calling including Private Switch Automatic Location Identification (PS/ALI) capabilities. FirstLight, like all telecommunications providers, has implemented the latest switch features available on our platforms to ensure proper delivery of PS/ALI information to the 911 public safety answering point (PSAP) in states where we operate.

If your business or organization is located on a large campus or multiple locations, your system might not be able to identify specific location information to emergency agencies when a caller dials 9-1-1. The PS/ALI service allows management of station locations with precision, accuracy, and specificity—down to the floor, room or even cubicle level. When a PBX customer with direct inward dialing (DID) enters into an agreement to subscribe to PS/ALI, they work with the 9-1-1 public safety answering point (PSAP) to load specific station telephone number information and address information into the 9-1-1 database. Once the information is loaded into the 9-1-1 database, all 9-1-1 calls placed from the impacted stations are routed to the appropriate PSAP. The station information is then displayed to the PSAP, which automatically knows from which building, floor and room number the call is being made. Emergency vehicles are then dispatched appropriately. Clients can directly connect to the PSAP or can use FirstLight as their service provider to deliver calls to the PSAP. The information provided to the PSAP from the FirstLight Communication switch in a PS/ALI environment is provided by the client and is in switch terms User Provided. In all other cases the switch is provisioned to provide the main number for the location which is a valid telephone number.

To protect users from providing invalid numbers the switch has the capability to validate the user provided PS/ALI number. FirstLight has by default put in place a feature to validate all user provided data to ensure the PSAP receive valid PS/ALI data. While FirstLight takes these steps to ensure our systems work properly, and to assist customers to provide valid data to be passed to the PSAP, customers that wish to provide a user provided PS/ALI information through our network are entirely responsible for the integrity of the data they provide. While FirstLight does not recommend that customers remove User Provided Number (UPN) validation for emergency calling, we understand the need for some customers to make these changes to properly implement PS/ALI support across multi-location PBX configurations and based upon internal call routing they have designed. Under what we would consider normal conditions we would not expect that clients would need to circumvent the validation we perform by default.

By signing this form, you acknowledge that you have reviewed the statements above and that you have been advised that removing UPN validation on emergency calls will increase your risk of providing inaccurate PS/ALI information to PSAP (public safety answering point).

\_\_\_\_\_  
(Authorized Customer Signature) (Date Signed)

\_\_\_\_\_  
(Printed Name) (Title)

\_\_\_\_\_  
(Business Name)

\_\_\_\_\_  
(Service Address)

\_\_\_\_\_  
(Email Address)