

911 Service Questions and Answers:

Do I need to sign up for Lingo 911 Service?

No, 911 dialing capability is one of the many standard features that are included with Lingo. You get this feature automatically with your service. For those customers in areas where E911 is in the process of being provisioned, they will automatically receive E911 when the service becomes available in their area.

Why do I have to provide a physical address?

Unlike landline phone service, Lingo is portable. Notifying us of your physical address is the only way to ensure that when you dial 911 your call is routed to the appropriate PSAP serving your area. It is important to keep your 911 Service address current at all times.

What is the difference between E911 and Lingo's Emergency Calling Service?

E911 automatically communicates the service address and telephone number to emergency service operators. With Lingo's Emergency Calling Service, your call is sent to a general access line within the PSAP, and you have to be prepared to provide your address and telephone number to the operator.

Do I need to test my 911 Service?

No, the Lingo team has already done significant testing to ensure your 911 service operates correctly with Lingo. If you do choose to test your 911 dialing, immediately inform the PSAP operator that this is not an emergency.

What do I dial in case of an emergency using my Lingo Voice over IP service?

Simply dial 9-1-1 in the case of an emergency and your call will be connected to the appropriate PSAP or emergency services facility.

Be prepared to:

- 1) State the nature of your emergency,
- 2) Your location,
- 3) Your telephone number.

Educate everyone in your family, babysitters, friends and colleagues what to do in an emergency situation! Give clear instructions on what to do in case of an emergency and be sure to provide dialing instructions and your address near each phone, using the Lingo provided stickers.

To print out additional Lingo 911 Service stickers, go to www.lingosupport.com.



Lingo Emergency Calling Service



IMPORTANT: Please carefully review the important information and warnings regarding the differences between Lingo Emergency Calling Service and traditional E911 contained in the brochure.

Lingo Provides 911 Service:

Your safety is important to us! All Lingo customers are automatically enrolled in our 911 Service. We hope you never have an emergency, but if you do have one, you need to be connected fast. Lingo's 911 Service routes your call from our network to the Public Safety Answering Point (PSAP) in your area. There are two types of Lingo 911 service depending on the physical address.

Lingo Enhanced 911 (E911) Service

Lingo Enhanced 911 service routes your 911 call and delivers location specific information (address and call-back number) to Public Safety Answering Points (PSAPs) whenever someone makes an emergency 911 call. This allows emergency response units to be dispatched to the emergency address you provided in your Lingo account file even if the caller is unable to speak or if the call is suddenly disconnected.

Lingo Emergency Calling Service (ECS)

Lingo Emergency Calling Service is an alternative 911 dialing service offered in locations where E911 Service is not yet available. ECS Service will route your 911 call to the PSAP's general access line, which is different from the 911 Emergency Response Center. You will need to state the nature of your emergency promptly and clearly, including your location and telephone number, as PSAP personnel will not have this information at hand. PSAP personnel are responsible for taking the necessary steps to provide you with the appropriate assistance, such as dispatching police, an ambulance and/or a fire truck.

Important!

Differences of Lingo's 911 Service:

You must register your physical service address with Lingo. If you move the location of your service, you must change your address with Lingo, which can take up to 3 business days.

If you travel with the Lingo adapter, you should change your 911 Service address. This will ensure your call is routed to the appropriate PSAP. If you have not changed your address and dial 911 it is very important to inform the operator of your exact location.

911 Service will be unavailable under certain circumstances, including, but not limited to, power outages, broadband service outages, relocation of the Lingo adapter, and delays that may occur in updating your Emergency Calling Service address.

Customers with International primary phone numbers will have their calls routed to a general emergency service center instead of a local PSAP. This will increase the response time of any emergency service provider. As always, it is important to be prepared to state the nature of your emergency and provide your physical address and a U.S. phone number where the operator can reach you.

Manage 911 Service

Service Type Determination:

Lingo has up teamed with our 911 Service partner to provide E911 service in many areas across the United States. Many of our customers are already taking advantage of this service.

To determine which type of Lingo 911 Service you have, please follow these steps.

1. Login to your account at Lingo.com
2. Click My Plan in the left side navigation
3. Click 911 Service

View / Modify 911 Address:

1. Login to your account at www.lingo.com
2. Select Edit Profile and view 911 Service Address
3. Select Edit to modify your designated 911 Service Address
4. When completed, select Apply

Note: It will take up to 3 business days for the service address to be updated with Lingo. Any 911 calls prior to completion of the update will be routed to the previous address.

For more information on your Lingo 911 Service:

**Lingo Customer Care:
1-888-Lingo-99
customercare@lingo.com**

Or go to:

www.lingosupport.com