



The talk of broadband

Please review, acknowledge and return this 911 service advisory to Lingo via mail before September 28th to avoid account suspension.

IMPORTANT INFORMATION REGARDING 911 DIALING: As you may be aware, there are important differences between Lingo Emergency Calling Service and traditional 911 or E911 service. Even though Lingo automatically signed you up for our Emergency Calling Service and provided this information previously, due to a recently announced FCC 911 ruling, we are required to ensure that you acknowledge your understanding of these differences. You must read the following consumer advisory and confirm your understanding of these terms.

Lingo's Emergency Calling Service feature is significantly different from traditional 911 or E911 service in the following ways:

Registering your Location for Emergency Calling Service/911 Dialing with Lingo

Lingo automatically signed you up for Emergency Calling Service when you initially ordered your VoIP phone service. There was a screen that prompted you to enter the physical address where your service is located, you will confirm that address on the next page. Giving Lingo your physical address is the only way to locate the appropriate Public Safety Answering Point (PSAP) serving the area at the physical location where your Lingo service will be used.

Changing your Emergency Calling Service Address

It is important to keep the address where you will be using the Lingo service current on your Lingo account. If you move or travel with the Lingo adapter, you must change your Emergency Calling Service address with Lingo to ensure your call is routed to the appropriate PSAP. See "Length of Time for Activating Emergency Calling Service or Updating Emergency Calling Service Address" below for more information. If you dial 911 and you have not updated your Emergency Calling Service address in a timely manner, you may not receive the emergency services you require. However, when you call, it is very important to inform the operator of your exact location.

If you need to change your Emergency Calling Service address at any time, you can edit your customer profile in the online account management section or contact Lingo at 1-888-546-4699. There is no charge for changing or updating your Emergency Calling Service address and you may make as many changes to your Emergency Calling Service address as necessary.

Length of Time for Activating Emergency Calling Service or Updating Emergency Calling Service Address

When you make changes to your Emergency Calling Service address, it takes up to three (3) business days for the change to take effect.

How Lingo's Emergency Calling Service Works

Simply dial 911 in the case of an emergency and Lingo will route your phone call to the PSAP that provides emergency services in your area. The appropriate PSAP is determined by the physical location of your Emergency Calling Service address. Therefore, if the Emergency Calling Service address is not the physical location where the Lingo service is being used, your call cannot be routed to the corresponding PSAP for your area and may prevent you from receiving the emergency services you require. The PSAP or Public Safety Answering Point is the agency that takes emergency calls and routes them to the appropriate emergency service.

Differences Between 911 Service on a Traditional Phone and Lingo's Emergency Calling Service

The difference between Lingo's Emergency Calling Service and traditional 911 service is that the Lingo VoIP call will be routed 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 can help you effectively and will take necessary steps to provide you with the appropriate assistance, such as dispatching police, an ambulance and/or a fire truck.

911/Emergency Service Unavailability

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

Emergency Calling Service Availability with an International Phone Number

If you have an international number as your primary Lingo phone number, when you dial 911, the call will be routed to a general Emergency Services center instead of a local PSAP, which will increase the response time of any emergency service provider. As always, it is important to be prepared to provide your physical address and a U.S. phone number where the operator can reach you.

I (name) hereby acknowledge that I have read and understand the foregoing 911 service advisory for my Lingo VoIP phone service.

Account number: _____

Contact name: _____

Sign to acknowledge: _____

Dated: _____

Mail to:
Lingo, Inc.
7901 Jones Branch Drive
Suite 900
McLean, VA 22102
Attn: Lingo 911 Department

Fax: 1-800-305-1419