



University of Louisiana at Lafayette

E911 Fact Sheet

Regarding Voice over Internet Protocol (“VoIP”) Service and E911

This E911 Fact Sheet includes information/instructions related to emergency services dialing and University of Louisiana at Lafayette’s (“University”) VoIP services. Additionally, this Fact Sheet is provided to inform you of the circumstances under which E911 services may not be available through VoIP service or may be in some way limited by comparison to traditional 911 service. It is important that you read and understand the E911 Information/Instructions, Acknowledgement, and Disclaimer Form and this Fact Sheet, and inform all persons in your area of operations of these important limitations.

A. Information and Instructions

1. E911 Service

“E911” stands for Enhanced 911. Unlike standard 911, E911 provides the 911 emergency call center with the caller’s phone number and location. Much like the limitations of E911 with cell phones, it is imperative that individuals using VoIP phones or devices are aware of the current limitations of E911. The Internet connection used for E911 services may not automatically correspond to a specific geographic location; therefore, whoever receives the call may not automatically receive the correct geographical location information. Specifically, E911 calls made over the wireless network on campus may provide less accurate location information.

To better ensure that emergency responders are able to quickly identify the location of an emergency, in the event that you need to call 911, your first choice should be to call from a wired-line phone set or cellular phone. If you do choose to call 911 from a VoIP phone or device, please note that the 911 operator will need extra information from someone on the line who can share exact location information. Otherwise, 911 calls may be directed to the wrong emergency authority and/or may transmit the wrong address. When your 911 call is routed to an emergency call center (i.e., either the National Public Safety Answering Point (“PSAP”) or the Local PSAP (i.e., Lafayette Parish Communications District)), the emergency personnel may not receive your specific room or cubicle, the physical location of your building, or your assigned floor. Therefore, you must be prepared to give the operator your phone number, specific and detailed location (i.e., building, floor, room/cubicle number), and any other information that is requested.

2. Registration of Physical Location Required

You must register the physical location of your VoIP phone or device with the University by contacting the IT Service Desk or ithelp@louisiana.edu. It is incumbent upon you to confirm the accuracy of your registered physical address during the registration process. Should assistance be required to direct emergency personnel, the location information that is provided to an emergency operator is always the



building address and floor location that you provided when the service was delivered. In addition, you agree to cooperate with any University's efforts to provide you with E911 service.

3. Confirmation of Activation Required

Your E911 service will not be activated for any phone line or device that you are using with VoIP, unless and until you receive an email from Network Services confirming that the E911 service has been activated for that phone number. Mobile access to VoIP will not provide your mobile location to the E911 service.

4. Re-Registration Required if You Relocate Your Device

E911 service does not function if you move your VoIP phone or device to a different location from which the phone or device was originally registered. When the location of your VoIP phone or device changes or the extension's assigned user or email address has changed, you are required to notify the UL Service Desk at 337-482-4357 or ithelp@louisiana.edu. Your adjusted E911 location is not complete until you receive confirmation from Network Services via Microsoft Teams.

5. Notify All Users/Inform All Present

The [Code of Federal Regulations \(CFR\)](#) requires the University to obtain and keep a record of affirmative acknowledgement by every subscriber (VoIP phone or device users), both new and existing, of having received and understood the E911 Information/Instructions, Acknowledgement, and Disclaimer Form. It is required that individuals using VoIP phones or devices read and sign THE E911 Information/Instructions, Acknowledgement, and Disclaimer Form.

Additionally, the CFR requires the University to distribute stickers to its existing VoIP phone or device users, warning that E911 service may be limited or not available. The University's Network Services strongly recommends the use of a traditional landline phone or cell phone when it is necessary to call 911. Network Services has provided E911 warning stickers for distribution to all units/departments using VoIP phones or devices. These stickers are to be placed directly on or near all VoIP phones or devices (e.g., phone, desktop, laptop, etc.). If users need stickers, Network Services suggests they contact the IT Service Desk or ithelp@louisiana.edu or access the IT Service Desk Knowledgebase in order to download/print the stickers.

It is important that the information provided in this Fact Sheet and in the E911 Information/Instructions, Acknowledgement, and Disclaimer Form be shared with everyone in your area of operations so that individuals understand how to help first responders in case of emergency. As a VoIP user, you are responsible for informing any office personnel, contractors, invitees, and guests who may be present at the physical location where you utilize VoIP phones or devices of the important differences in and limitations of E911 service as compared with traditional 911 land line or cell phone service.



6. Service Outages

The University is not responsible for any service outage, failure, or malfunction as it relates to the loss of electrical power, connectivity, suspension, or termination of your VoIP services or any failures resulting from local or national disasters.

- a. **Service Outages Due to Power Failure or Device Reconfiguration.** E911 service may not function in the event of a power failure and may not function until power has been restored. Following a power failure or device reconfiguration, you may need to reset your VoIP phone or device prior to utilizing VoIP services, including E911 service.
- b. **Service Outages Due to Suspension or Disconnection of Service.** Service outages or suspensions or disconnections of VoIP phones or devices by the University will prevent all VoIP services from functioning, including E911 service. VoIP phones or devices and E911 service requires a fully functional activated device.
- c. **Other Service Outages.** If there is a network service outage for any reason, such outage may prevent all VoIP phones or devices from functioning, including E911 service.

7. Network Congestion & Reduced Speed

There may be a greater possibility of network congestion and/or reduced speed in routing of an E911 call made utilizing VoIP as compared to traditional 911 dialing over traditional public telephone networks due to heavy network use, network equipment issues, service provider issues, etc.

8. Alternate 911 Arrangement

The University strongly recommends that you always have an alternative means of accessing emergency service, such as the use of a landline phone (such as a fax line) or your personal cell phone.

B. E911 Limitations

The University does not control how E911 calls are answered or handled by any national or local emergency response centers. The University relies entirely upon third parties to route E911 calls to national and local emergency response centers. Please be aware that such third party data used to route the call may be incorrect or produce an erroneous result. Please also be aware that there may be failures or outages of the University's E911 service, which is beyond the University's control, including without limitation the emergency dialing service or access to emergency service personnel.