



bandwidth

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## DYNAMIC LOCATION ROUTING EMERGENCY SERVICES (911) – TERMS AND CONDITIONS

These Dynamic Location Routing 911 - Terms and Conditions (the “**Terms and Conditions**”) supplement the Master Service Agreement (the “**MSA**”) (including any Exhibits, SOFs, Service Agreement(s), Rate Sheet(s), and any other attachments to the MSA, all of which are fully incorporated by reference within these Terms and Conditions). Capitalized terms not elsewhere defined in these Terms and Conditions will have the meaning ascribed to them in the MSA or any applicable SOF.

### **1. Service Description.** Subject to the terms and conditions of these Terms and Conditions:

(i) Bandwidth will provide to Customer Dynamic Location Routing 911 Service that includes Enhanced 911 Service and/or Basic 911 Service call routing to the appropriate PSAP (“DLR 911 Service”). Bandwidth will route Customer’s End User’s E911 calls to the proper PSAP, designated statewide default answering point, or appropriate local emergency authority serving the End User’s location. Bandwidth will provide emergency call support service to permit Customer to (i) provision its subscribers or End Users and their respective location data for accurate routing of 911 calls to the most geographically appropriate PSAP by means of the existing 911 infrastructure, including Next Generation 911 where enabled, and (ii) deliver Customer’s subscriber or End User Call Back Number and valid address or location coordinates to the PSAP during an emergency call using existing 911 infrastructure, including Next Generation 911 where enabled. The 911 calling party waives any privacy afforded by non-listed and non-published service to the extent that the TN or Call Back Number, address and name associated with the location are furnished to the PSAP.

(ii) Notwithstanding any term or condition of the MSA or these Terms and Conditions to the contrary, Customer will not resell DLR 911 Service, Enhanced 911 Service, Basic 911 Service and/or Next Generation 911 to any third party other than (1) End Users to whom (or to which) Customer directly provides communications services; or (2) Customer’s Affiliates. For clarity, neither Customer nor any of Customer’s Affiliates will permit any third party other than End Users to whom (or to which) Customer or Customer’s Affiliates) directly provides communications services to utilize Bandwidth’s DLR 911 Service, Enhanced 911 Service, Basic 911 Service and/or Next Generation 911 provided to Customer pursuant to any applicable SOF and these Terms and Conditions.

(iii) Notwithstanding any term or condition of the MSA or these Terms and Conditions to the contrary, Customer only will utilize Bandwidth’s DLR 911 Service, Enhanced 911 Service, Basic 911 Service and/or Next Generation 911 provided by Bandwidth to Customer pursuant to any applicable SOF and these Terms and Conditions for Approved Uses.

(iv) Bandwidth will provide to Customer reasonable access solely to load and update Customer’s End User E911 records to permit Bandwidth to manage the location delivery process for each PSAP (or E911 Authority or their supplier) serving Customer’s End Users. A Subscriber Record will be deemed successfully uploaded when the record identifier, either a unique 10-digit TN from which the End User may initiate a 911 call or an AEUI, is resident in Bandwidth’s database. Bandwidth will provide alternate valid location information choices when any attempt by Bandwidth to validate and upload an address fails. For Customer’s End Users who are unable to upload a valid address from their initial attempt or from the alternate choices provided by Bandwidth, but who still wish to certify their address is accurate and complete, Bandwidth will use commercially reasonable efforts in conjunction with Customer to validate the address given.

(v) Bandwidth will deliver End User’s call to the PSAP, designated statewide default answering point, or appropriate local emergency authority that serves the caller’s location. Bandwidth will determine the incoming caller’s appropriate PSAP based upon the incoming TN or AEUI of the caller and the End User’s corresponding location information previously registered in Bandwidth’s ALI database, or location coordinates sent by Customer at the time of the call then Bandwidth will route the call to the PSAP. As applicable, customer must instruct End Users not to block their TN on their handsets when calling 911.

(vi) 911 service is made available to Customer locations by one of two methods (1) via traditional switched-circuit service, or (2) via VoIP 911 service. The choice of the method chosen per location depends on availability of VoIP 911 service and Customer’s service capabilities. Bandwidth retains the right to change the method of deployment at any time. Once Bandwidth has identified the appropriate PSAP, Bandwidth automatically selects a pre-tested call path consisting of one of the following

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technologies: (1) TDM to standard ESGW or PRI 911 trunks which are connected to the PSAP designated selective router, (2) SIP internet gateway to standard ESGW or PRI 911 trunks which are connected to the PSAP designated selective router, (3) SIP internet connected to the internet-capable PSAP, or (4) ten (10) digit outbound dialing to the PSAP. Routing methods 1, 2, and 3 are used for PSAPs within Bandwidth's E911 footprint, while routing method 4 is reserved for all other PSAPs, including those that only use Basic 911, or, as backup for the other methods in the event of a major network failure in any link in the call path.

(vii) The Parties acknowledge and agree that Bandwidth can only provide E911 call routing in territories where the PSAP or E911 Authority offers E911. All other calls made by End Users successfully registered in Bandwidth's database will be routed using the ten digit outbound trunks or a call center attendant. Customer shall not utilize DLR 911, E911 or 911 calling services for any other purpose than making emergency calls pursuant to these Terms and Conditions. Should Customer send non-911 traffic to Bandwidth through Customer's DLR 911 Service, Bandwidth may deem such usage to be a violation of Bandwidth's AUP pursuant to the Parties' MSA.

(viii) Customer will provide to Bandwidth a TN or AEUI inventory which details the total number of Customer's End Users being implemented on Bandwidth's platform and the addresses where calls may originate. The Parties understand and agree to work together in good faith to utilize such inventory and End User data for billing treatments that may include different applicable taxes and regulatory surcharges for different Customer implementations on Bandwidth's platform.

(ix) DLR 911, 911 and E911 Service are only available from Bandwidth switching facilities (where available) and via Bandwidth services that are equipped to provide and that do provide DLR 911, 911 or E911 Service. Bandwidth will provide the PSAP only such name, address or location coordinates and TN that supports Call Back as Customer will provide to Bandwidth, and for any 911 or E911 call, Bandwidth will only pass to the PSAP such information, including ALI and/or ANI data, or location coordinates, as Customer's facilities, network or station equipment will make properly available to Bandwidth's network and equipment for transmission to the PSAP.

(x) For each TN or AEUI for which Customer desires emergency calling services, Customer must provide Bandwidth with a correct and valid emergency response address or location coordinates for that TN or AEUI. The address information or location information provided must include sufficient information to enable emergency responders to locate the calling party and must comply with any multiline telephone system requirements applicable to Customer. For example, if applicable pursuant to any applicable multiline telephone system requirements, if the subscriber or End User's location is a multi-story building, Customer must provide floor and suite number in addition to address information. Customer is solely responsible to promptly update this information whenever necessary to reflect changes. Customer will provide ANI or AEUI with every subscriber and/or End User call presented to Bandwidth for processing. Bandwidth will have no obligation to provide Services with respect to any subscriber or End User call that does not include ANI or AEUI and will not be liable for any claims arising from any efforts undertaken by Bandwidth to provide Services under such circumstances.

(xi) Customer acknowledges, understands and agrees that if Customer chooses the PSTN emergency call routing option, Customer is solely responsible for all call charges, even if erroneous calls are placed by unknown persons or companies that accidentally or purposely dial Customer's private emergency number assigned to it by Bandwidth. Customer will not be responsible for any charges that are due to error, fault or failure of Bandwidth's system.

- 2. Customer Prerequisites.** (i) Customer will maintain a NENA Company Identifier and remain in good standing with NENA standards, including, but not limited to the requirement that Customer will have live technical assistance available on a 24 hour, 7 day a week basis, to permit any PSAP to contact Customer for information that may assist with call trace, hostage situations, investigation of prank calls, etc.; (ii) Customer will be solely responsible for compliance with all applicable laws and/or other governmental requirements imposed or required by any state or other applicable governmental authority; (iii) Customer will upload only landline and/or VoIP Subscriber Records into Bandwidth's database; if Customer wishes to add End Users of cellular or wireless communications services at any time, Customer and Bandwidth will mutually execute a separate written agreement with respect to any such cellular or wireless End Users; (iv) Customer will route all 911 dialed End User calls to Bandwidth's network using industry standard SIP protocols and by means of an exchange of IP addresses between Customer and Bandwidth's respective call routers; (v) Customer will inform any party using (or any party that might use) the Service of the difference between traditional 911 and VoIP 911 service in compliance with all applicable laws and/or other governmental requirements imposed or required by any governmental authority, including, without limitation, the FCC; for clarity, (A) Bandwidth will not be responsible if 911 service is unavailable due to loss of power; certain features may not be compatible with 911 service; and Bandwidth reserves the right to refuse provisioning or modification of features or service if such provisioning or modification adversely affects 911 service, and (B) Customer will provide each End User with an Acknowledgment of the Service and Limitations in a form in compliance with any applicable laws and/or other governmental requirements imposed or required by any governmental authority, including, without limitation, the FCC, and require End Users to execute the same; (vi) Customer will be solely responsible to test the 911 service after installation and periodically throughout the Initial SOF Term or any applicable Renewal SOF Term and will notify Bandwidth if Bandwidth notes any issues at any time with the Service; (vii) Customer will cooperatively test 911 service and share the results of such testing at the request of Bandwidth; (viii) Customer will ensure that all devices at Customer premises are able to connect to equipment and are configured properly; for clarity, this requirement includes, without limitation, any and all Ethernet switches, Ethernet cabling, workstations,

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servers and operating systems; (ix) Bandwidth will ensure that the interconnection trunking arrangements are 911 and E911 compatible, but Customer will be solely responsible for providing 911 and/or E911 (or alternative 911 services) to End Users; (x) Customer will provide Bandwidth with any and all technical specifications necessary for proper network design and a description of any special arrangements required to accommodate 911 and/or E911; (xi) Customer will be solely responsible to collect and remit all applicable 911 surcharges required by any governmental authority; and (xii) Customer will utilize any of Bandwidth's provisioning tools for the sole purpose of loading Subscriber Records into Bandwidth's ALI database; all information returned by Bandwidth during validation will be used solely to support the Services described in these Terms and Conditions.

### **3. Provisioning Interface.**

(i) Bandwidth will provide a web application interface between the ALI management service and Customer's web based service order system(s) for normal user additions and changes. Bandwidth will return alternate addresses for the End User to choose from (or for Customer's service representatives to present to the End User to choose from) in real time, if the first address submission is invalid or is ambiguous with multiple valid matches.

(ii) If Customer requests, Bandwidth's database personnel will perform bulk uploads from flat files Customer provides to Bandwidth via email, upload via web portal or by placing onto Bandwidth's FTP server. If applicable, Customer will coordinate the exchange of alternate address information with Customer's End Users and Bandwidth.

(iii) Customer may elect to program Customer's own web user interface to Bandwidth. Bandwidth provides a secure portal, sample clients in various formats, and a development server for Customer's programmers to test the application.

**4. Training.** Bandwidth will provide up to four (4) hours of training for Customer on the use of the web services, which include uploads through Bandwidth portal (web client) or training on the API interface.

**5. Equipment; Connection; Customer's Responsibilities.** Bandwidth will not provide any Customer Equipment or any Electronic Tools, except as may be expressly set forth in writing executed by Customer and Bandwidth. Customer will, at Customer's sole cost, be responsible for providing all equipment (including proxy servers), software, facilities and IP connectivity (including, without limitation, connectivity to Customer's End Users, customers or subscribers) necessary for Customer's use of the Service(s) contemplated by these Terms and Conditions and Customer's network to use such Service(s), and for providing and ensuring the successful installation of all equipment and software necessary for Customer's End Users, customers or subscribers to use such Service(s). Customer will have the sole responsibility to input, validate and maintain accurate information with respect to Customer's End Users, customers and/or subscribers; Customer will furthermore be solely responsible for any and all support of and for Customer's End Users, customers, and/or subscribers.

**6. Interoperability.** Customer and Bandwidth will reasonably cooperate with each other to test to ensure interoperability between Bandwidth and Customer's networks and systems. All necessary interoperability testing will be completed within a reasonable time. If after completion of initial interoperability, Customer plan to make upgrades, updates and/or enhancements (collectively "Configuration Changes"), Customer will notify Bandwidth prior to implementing a Configuration Change so that Customer and Bandwidth may work together in good faith to determine how best to proceed regarding such Configuration Change. If at any time an interoperability condition occurs that adversely affects Bandwidth's network that cannot be adequately remedied within a reasonable period, taking into consideration the severity of the interoperability condition and the effect on Bandwidth's network, Bandwidth may, at its sole discretion, suspend the provision of Services pursuant to these Terms and Conditions. The Parties will communicate as reasonably necessary to isolate and repair any problems in their respective networks; provided, however, each Party will remain solely responsible for any costs or liabilities incurred in connection with the repair of any problem with respect to such Party's network.

**7. Emergency Call Center Services.** Any End User or Customer facilities originating 911 calls that are received by Bandwidth's service platform for which any of the following exists will be routed to an emergency call center for handling: no calling number record can be found; or no AEUI can be found; or if the address or location identifier sent with the call fails to match the address provided during the provisioning process; or necessary location coordinates are missing. Call center personnel will attempt to query the 911 caller for location information and manually route the call to the PSAP nearest caller's identification location. 911 calls that originate from 8XX toll free numbers also will be routed to an emergency call center for handling. Calls that are routed to call centers pursuant to this Section will incur charges as specified in the Rate Sheet.

**8. Canada Call Handling.** Customer acknowledges that 911 call handling requirements are different in Canada than in the United States. Bandwidth will comply with applicable Canadian requirements.

**9. Charges and Rates.** All Services are provided pursuant to the Rate Sheet. Bandwidth will invoice Customer in advance for the installation and set-up fee provided in the Rate Sheet upon the effectiveness of the applicable SOF. Bandwidth will invoice Customer in advance for all charges calculated by reference to Subscriber Records and/or the Monthly Minimum Commitment monthly thereafter. Except as otherwise provided in these Terms and Conditions, Bandwidth will invoice Customer for all other applicable charges in arrears.

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- 10. Insurance.** Customer represents and warrants that Customer will maintain during the SOF Term at Customer's sole cost and expense: (i) Commercial General Liability ("CGL") insurance, including Blanket Contractual Liability and Broad Form Property Damage, with limits of at least \$1,000,000 combined single limit for bodily injury and property damage for each occurrence; (ii) Professional Liability or Errors and Omissions insurance in the amount of at least \$1,000,000 for each occurrence; and (iii) excess or umbrella liability at a limit of no less than \$2,000,000 per occurrence and aggregate in excess of the underlying coverage required above. The CGL, excess or umbrella liability, and policies of Customer will designate Bandwidth and its officers, managers, members, and employees as additional insured. Customer will send evidence of the foregoing insurance to Bandwidth within thirty (30) calendar days of the commencement of the Initial SOF Term. Customer will notify Bandwidth in writing at least thirty (30) calendar days prior to any cancellation or termination of a Customer's insurance, make arrangements for replacement insurance, and provide proof thereof.
- 11. Limitation of Liability. The following apply in addition to the terms and conditions of the MSA, including, without limitation, any applicable limitations of liability:** (i) Customer agrees that absent gross negligence or willful misconduct by Bandwidth, its directors, officers, employees and agents, Bandwidth, its directors, officers, employees, and agents will not be liable for any loss or damage sustained by Customer, its interconnecting carriers, its customers or its End Users due to any failure in or breakdown of the communication facilities associated with providing the Services, or for any delay, interruption or degradation of the Services whatsoever; (ii) in no event (absent gross negligence or willful misconduct by Provider) will Bandwidth's liability to Customer for any loss arising out of the Services provided pursuant to these Terms and Conditions or any errors, interruptions, defects, failures or malfunctions of the Services provided pursuant to these Terms and Conditions, including, without limitation, any and all equipment and data processing systems associated therewith, exceed an amount equal to the average monthly recurring charge actually paid to Bandwidth by Customer pursuant to the SOF, multiplied by three (3). The Parties waive any claim that these exclusions or limitations deprive it of an adequate remedy or cause the MSA, the SOF and/or these Terms and Conditions to fail of its essential purpose; and (iii) Customer further acknowledges, understands and agrees that Bandwidth has no control over how a foreign administration or third-party carrier establishes its rules and conditions pertaining to international telecommunications service. These exclusions or limitations do not apply to Provider's indemnification obligations under Section 17 of the MSA.
- 14. Indemnification. The following apply in addition to the terms and conditions of the MSA, including, without limitation, any applicable indemnity provisions:** Customer agrees to release, indemnify, defend, and hold harmless Provider from (a) any claims, suits, proceedings, expenses, losses, liabilities, or damages ("Claims") of infringement or invasion of the right of privacy or confidentiality of any person or persons; or (b) all other Claims arising out of any act or omission of Customer or any user of Customer's services, caused or claimed to have been caused, directly or indirectly, by the installation, operation, failure to operate, maintenance, removal, presence, condition, occasion or use of 911 service features and the equipment associated therewith, or by Provider's identification of the TN, address or name associated with the telephone used by the party or parties accessing 911 service hereunder. Customer will defend Provider against any such Claims and will pay, without limitation, all litigation costs, reasonable attorney's fees and court costs, settlement payments, and any damages awarded or resulting any such Claims. For clarity, Customer's indemnification obligation does not extend to Claims caused or claimed to have been caused, directly or indirectly, by Provider's DLR 911, 911, E911, or Next Generation 911 call routing services, as described in the Service Order Form (SOF) entered into contemporaneously herewith. Customer's total aggregate indemnification obligation (defense and indemnity) under this Section 14 is limited to Ten Million dollars (\$10,000,000).
- 15. Definitions.** For the purposes of these Terms and Conditions, the following terms will have the following meanings:

"**Alternate End User Identifier**" or "**AEUI**" is a unique alpha-numeric string which may be used as an alternative to using a unique TN to identify the applicable 911 end-user record in Bandwidth's database, as well as optional data including End User name and valid street address (not postal address) resident in Bandwidth's database.

"**Approved Uses**" means the provision of Enhanced 911 Service, Basic 911 Service and/or Next Generation 911 to (i) End Users who principally utilize such services at such End User's residence and occasionally at other locations, whether due to an End User's use of mobile devices in connection with such services or otherwise; (ii) End Users that are enterprises that use either an on-site or hosted PBX during customary business hours and should reasonably be expected to have reasonably customary 911 usage patterns due to the nature of such enterprise's business or operations; for clarity, the provision of Enhanced 911 Service, Basic 911 Service and/or Next Generation 911 to enterprises that (X) use either an on-site or hosted PBX but operate outside customary business hours, including, without limitation, assisted living facilities, nursing homes and other similar facilities, and to which clauses (iii) and/or (iv) below do not apply; or (Y) should not reasonably be expected to have reasonably customary 911 usage patterns due to the nature of such enterprise's business or operations do not constitute "Approved Uses"; (iii) End Users that operate non-emergency call center(s) that should reasonably be expected to have only occasional use of 911 due to the nature of such call center's business or operations; for clarity, central station alarm and other similar call centers that direct calls to emergency services do not constitute "Approved Uses"; and (iv) End Users that operate call center(s) that support the deaf and/or hard of hearing community, which are more commonly known as "relay services."

"**Automatic Location Identification**" or "**ALI**" means the automatic display at the PSAP of the caller's TN, the address/location of the telephone and, in some cases, supplementary emergency services information.

“**Automatic Number Identification**” or “**ANI**” means the TN associated with the access line or its equivalent from which an E911 emergency services call originates. The ANI must be (i) ten-digits, and (ii) follow the North American Numbering Plan Administration (NANPA) numbering guidelines.

“**Basic 911 Service**” or “**911**” provides for routing all 911 calls originated by telephones having TNs beginning with a given central office prefix code or codes to a single PSAP equipped to receive those calls.

“**Call Back Number**” means the 10 digit TN which may be used by the PSAP to call back the End User making an E911 call in the event that the caller is disconnected. The Call Back Number must be (i) ten-digits in the NPA-NXX-xxxx format, and (ii) follow the North American Numbering Plan Administrator (NANPA) numbering guidelines.

“**E911 Authority**” means a municipality or other state or local government unit, or an authorized agent of one or more municipalities or other state or local government units to whom authority has been lawfully delegated to respond to public emergency telephone calls, at a minimum, for emergency police and fire services through the use of one TN, 911. For clarity, an E911 Authority may be an individual PSAP, or an entity responsible for the management and operation of multiple PSAPs within a given geographic area.

“**E911 Service**” (also referred to as “**E911**” or “**Enhanced 911 Service**”) means a telephone exchange communications service whereby a Public Safety Answering Point (PSAP) answers telephone calls placed by End Users dialing the number 911. E911 Service includes the service provided by the lines and equipment associated with the service arrangement for the selective routing, transfer, and delivery of public emergency telephone calls dialed to 911 with ANI and ALI. E911 Service provides completion of a call for E911 Emergency Services via dedicated ESGW facilities to a selective router for routing purposes, and, then, to equipment located at the PSAP.

“**ESGW**” facility means an Emergency Services Gateway which is the signaling and media interworking point between the Customer’s PBX, switch or IP domain and conventional trunks to the E9-1-1 Selective Router.

“**End User**” means the 911 caller.

“**ESQK**” is a 10-digit North American Numbering Plan Administration (NANPA) number that identifies a call instance at a VPC, and is associated with a particular SR/ESN combination. The ESQK is delivered to the E91-1-1 SR. The ESQK is used by the SR as the key to the selective routing data associated with the call. The ESQK is delivered by the SR to the PSAP as the calling number (ANI) for the call, and is subsequently used by the PSAP to request ALI information for the call. The ALI database includes the ESQK in location requests sent to the VPC. The ESQK is used by the VPC as a key to look up the location object and other call information associated with an emergency call instance.

“**NENA**” means National Emergency Number Association.

“**NENA Company Identifier**” or “**NENA Company ID**” means the three to five (3 to 5) character identifier obtained by Customer from the National Emergency Number Association (NENA), 4350 N. Fairfax Drive, Suite 750, Arlington, VA 22203-1695 [see NENA’s website, currently at [www.nena9-1-1.org](http://www.nena9-1-1.org)]. The NENA Company ID allows the PSAP to identify the switching carrier for the caller, and to determine the 24 x 7 number of the entity for emergency contact needs.

“**Next Generation 911**” refers to an initiative to update the 911 service infrastructure to improve public emergency communications services and may be comprised of hardware, software, data, policies and procedures to: (i) provide standardized interfaces from call and messaging services; (ii) process all types of emergency calls and messages, including non-voice messages; (iii) acquire and integrate additional data useful to call and message routing and handling; (iv) deliver calls, messages and other data to appropriate PSAPs or E911 Authority; (v) support data and communication needs for coordinated incident response and management; and (vi) provide a secure environment for emergency communications.

“**Public Safety Answering Point**” or “**PSAP**” means an answering location for E911 calls originating in a given area. The E911 Authority may designate a PSAP as primary or secondary, which refers to the order in which calls are directed for answering. Primary PSAPs answer calls; secondary PSAPs receive calls on a transfer basis. PSAPs are public safety agencies such as police, fire, emergency, medical, etc., or a common bureau serving a group of such entities.

“**pseudo-ANI**” or “**pANI**” means a 10 digit TN following the NPA-NXX-xxxx format that is used in place of ANI to convey special meaning to the Selective Router and PSAP. pANI assignments may come from the 211 and 511 NXX, (sometimes referred to as the “non-dialable” NXX codes) and utilize only those NPAs that have been assigned to Customer by the North American Numbering Plan Administrator.

“**PAM**” or “**PSAP to ALI Message Specification**” will mean an interface that uses a proprietary protocol to “pull” location information from a VoIP Positioning Center (VPC) to the appropriate ALI database.

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“**Selective Router**” or “**SR**” means the switch and associated software used to route an E911 call to the proper PSAP based upon the ANI or pANI associated with the E911 call. Selective routing is controlled by an ESN, which is derived from the location of the access line (or its equivalent) from which the E911 call was placed. In some PSAP or NENA materials Selective Routers may also be referred to as “**E911 Control Offices**” or “**E911 Tandems**,” which will be deemed synonymous with Selective Routers.

“**SIP**” means Session Initiation Protocol.

“**Subscriber Record**” means a record associated with an End User resident in Provider’s database, including such End User’s name, valid street address (not postal address), and ten digit TN from which the End User may initiate a 911 call.

“**TDM**” or “**Time Division Multiplexing**” refers to a technology in which multiple calls may be carried simultaneously over the same physical path, each call requiring a dedicated “slot” on the path for the duration of the call, and, also, requiring a master signaling protocol to differentiate and route each call individually (*i.e.* SS7).

“**TN**” means telephone number.

“**VoIP**” means Voice over Internet Protocol.

“**VPC**” means VoIP Positioning Center.

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