BITBLOCK SYSTEMS

VOIP 911 LABELS
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Dear Client,

Hello, and thank you for choosing to work with BitBlock Systems, Inc. for your VoIP telephony requirements.

In accordance with CRTC regulations, people using VoIP systems should be informed and aware of the differences in operations, particularly those relating to 9-1-1.

If your system uses "SIP Trunking" to an in-house server, please note that your telephone system may use our service (and possibly others), but it is either self managed or managed by a third party. In performing maintenance, please ensure to maintain proper 9-1-1 call routing.

To ensure easy compliance with the regulations, we have provided labels for the front and back of your telephones and other devices related to telephone services, such as network switches, UPS (battery backup), and related Internet components including modems and routers.

If you order additional telephones from us, we will ship the phones with labels already applied for your convenience.

For the front (or back of cordless phones) and other small devices, there is a smaller sticker which should be placed as such:	The label you receive for the back of your phone (and other devices) will be a larger sticker and will be placed as such:

If your company maintains an operations or training manual, please consider adding a section covering your telephone system as well as a link to our 9-1-1 documentation.

Our documentation is available on our website (http://www.bitblock.com/). There, search for "911" or go to http://www.bitblock.com/v911 for information on VoIP and 9-1-1 / emergency services including a link to a PDF version of this document suitable for sending to your staff.

In the event you operate in multiple locations, please ensure you work with us to assign unique 9-1-1 CID for off-premise extensions.

Additionally, please remember that you can NOT "test" 9-1-1 without first confirming a time to do so with Support. Unauthorized testing can result in fines and service fees.

Please contact us by email at support@bitblock.net, or by dialing +1.604.629.8338 if you require additional labels for your phones or have any additional questions or concerns.

Thank you!

BitBlock Systems, Inc.

P.S. For general information, please visit our website (http://www.bitblock.com/) and search for "Welcome to VoIP", or go to http://www.bitblock.com/welcome/voip to read this information.