



Telyra 911 / E911 Disclosure Policy



Voice over IP (VoIP) services differ from traditional telephone services and have limitations regarding 911 calls. This policy explains those limitations and the responsibilities of Telyra customers in maintaining accurate emergency service information.

1. Limitations of VoIP 911

- 911 calls may not function during power outages, internet disruptions, or if the service is not configured properly.
- You must register a valid and accurate physical address with Telyra. This is the address emergency responders will be sent to.
- If you move your device or use it in a different location, you must immediately update your address with Telyra to ensure accurate 911 routing.

2. Customer Responsibilities

- It is your responsibility to provide and maintain an accurate, up-to-date physical service address for each device or line using the Telyra platform.
- Failure to provide accurate 911 address information may result in emergency responders being dispatched to the wrong location.
- Customers are required to notify Telyra immediately if the registered address changes or if the service is relocated.
- A fee of \$200 will be charged per incident for:
 - Providing inaccurate 911 address information
 - Failing to update Telyra with a new service address prior to emergency use

3. E911 Service



- Where available, Telyra provides Enhanced 911 (E911), which transmits the registered physical address to local emergency dispatch centers.
- In areas where E911 is not available, your call may be routed to a national emergency call center.

4. Customer Acknowledgment

By using Telyra services, you acknowledge that:

- VoIP-based 911 has limitations compared to traditional 911.
- You are responsible for providing and maintaining an accurate service address.
- You agree to pay any penalties for failure to comply with these requirements.