



# E-911 Services

## How you can SAVE LIVES!

### Special points of interest:

- The responsibility of E911 records accuracy is upon the client
- 911 records get uploaded and updated upon client request
- Winn Telecom is here to help you! Our support staff is well versed in 911 records and their maintenance.
- If you have questions about E911 you can also call your county 911 director for assistance.

First, what is E911? E911 refers to Enhanced 911 and is an advanced database meant to help first responders find people when they call emergency services. It is an expansion of the existing 911 records that now includes (where applicable) building, suite, floor, and room number for a phone number.

When people get hurt they call emergency services. Many people take for granted that help will arrive to the location from where they made the call. In today's world, where phones can move around, how does that work? The answer to this question is through the careful creation of Enhanced 911 (E911) records. Winn Telecom can assist you in creating those records.

When we set up your phone service, we take emergency service records very seriously. It is important to know that the **legal responsibility falls on the business owner** to provide accurate information to their service provider (Winn Telecom). These records are important so that the dispatcher can accurately deploy emergency services to the location that called them as quickly as possible. This requires E911 records to be present.

When we set up your account, we need to know the building number, suite number, floor number, and room number for each line, or phone, that can dial emergency services (as applicable).

Winn Telecom has a form available that allows you to provide the detailed information that is in turn uploaded into the E-911 database. As a Winn Telecom customer, we are always available to assist you in any way possible. For our new customers, during your first 30 days of service following an install, all updates/changes are no charge. For existing customers, we provide the first 50 records updates for free and charge a reduced rate of \$2.50 per number records change request thereafter (a special rate good for 45 days from receiving this letter). After this initial period changes will be subject to a records change fee of \$4.95 per number. Email your completed E911 form to [customerserv@winntel.com](mailto:customerserv@winntel.com).

It takes 24-72 hours to upload this data and we will let you know when the upload is complete.