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News Release

PSC Warns Thousands of VoIP Customers Could Be Without Service

Atlanta, September 23, 2005 — The Georgia Public Service Commission (Commission) warns that thousands of customers who have Voice over Internet Protocol (VoIP) service could find themselves without communications service on Wednesday, September 28, 2005 if they fail to respond to their service provider concerning the status of their emergency enhanced 9-1-1 service. The Federal Communications Commission (FCC) issued an order on June 3, 2005 requiring all VoIP providers to notify their subscribers of the status and limitations of their E9-1-1 emergency service. The FCC order requires the VoIP providers to disconnect subscribers who fail to acknowledge this notification by Tuesday September 27, 2005. This situation could leave thousands of Georgians without telecommunications services.

The Commission strongly urges all VoIP subscribers who have received this notice but have not responded to their provider to do so immediately.

VoIP service means service that (1) enables real-time two-way communications; (2) requires a broadband connection from the user's location; (3) requires Internet protocol-compatible customer premises equipment; and (4) permits users generally to receive calls that originate on the public switches telephone network and to terminate calls to the public switched telephone network.

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