

CLASSOUND SERVICE RESTRICTIONS UNITED STATES

Disclaimer

This document provides guidance on potential legal and regulatory restrictions for each country in which WILDIX EE OÜ provides its services. It also contains the contact details of the National Regulatory Authority (NRA). WILDIX EE OÜ does not guarantee that the information contained herein is complete, accurate or up to date. The information below may be adjusted and it is therefore highly recommended to consult this page on a regular basis. The information is not intended as a substitute for legal or regulatory advice. Any customer is solely responsible for the operation of his own business, for complying with any applicable legal and regulatory provisions, and for applying and obtaining the required license(s). WILDIX EE OÜ recommends that its customers seek advice on any legal and regulatory obligations and restrictions before using WILDIX EE OÜ's services. As a general rule, WILDIX EE OÜ's services cannot be used to trigger call-back services and collect calls.

Type	Category	Description
Purchase	Other restrictions	Because of very limited supply, United States CLASSOUND numbers with area code 800 are only available via your account manager.
Legal or regulatory requirement	Other restrictions	Outbound SMSs are restricted to be used by our customers or their subscribers for sending person-to-person traffic only. The message must be initiated by human interaction. This service cannot be used for sending bulk notifications or other marketing campaigns which fall outside of the scope of CTIA guidelines with regards to the usage of long virtual numbers.
Legal or regulatory requirement	OUT	In the event of a validation of the addresses failure, the errors in end-users records shall in no event be corrected in real-time.
Legal or regulatory requirement	OUT	The primary method of routing of emergency calls is not available for the entire territories of United States; therefore a second routing solution is used according to the applicable regulatory framework which may cause the the following limitations: 1. when the end-user places the emergency call, this may be routed to an Emergency Services Center other than the Emergency Services Center that would normally receive the emergency call placed from the end-user location; 2. the end-user physical location and CLI will not be presented to the

		Emergency Services Centers; 3. in the event that the end-user cannot speak, no information will be provided to the Emergency Services Centers in order to contact CLASSOUND to obtain information that could allow them to dispatch emergency services to the end-user's location.
Legal or regulatory requirement	OUT	Customer should provide end-users one or more methods of updating their registered location. Any method used must allow end-user to update the registered location at will and in a timely manner.
Legal or regulatory requirement	OUT	Customer shall obtain and keep a record of affirmative acknowledgement by every end-user of having received and understood the limitations of Customer's service which uses the OUT feature.
Legal or regulatory requirement	OUT	Customer shall advise every end user, both new and existing, prominently and in plain language, of the circumstances under which the OUT feature may not be available through or may be in some way limited by comparison to traditional emergency service. Such circumstances include, but are not limited to, relocation of the end user's IP compatible CPE (customer premises equipment), use by the end user of a non-native telephone number, broadband connection failure, loss of electrical power, and delays that may occur in making a Registered Location available in or through the ALI database.
Service limitation	Reachability limitations	CLASSOUND numbers with area code 855 bought before July 2015 are reachable from US mainland (48 states) and Canada.
Service limitation	Reachability limitations	United States CLASSOUND numbers are reachable from US mainland (48 states). Canadian CLASSOUND numbers have extended reachability covering US mainland and Canada. Puerto Rican CLASSOUND numbers have extended reachability covering US mainland, Canada, Hawaii and Puerto Rico. Virgin Islands CLASSOUND numbers have extended reachability covering US mainland, Alaska, Canada, Hawaii, Puerto Rico, Guam, Mariana Islands (Saipan) and Virgin Islands.

Service limitation	Other restrictions	US numbers are subject to a usage policy whereby numbers that are and have remained unused may be reclaimed by CLASSOUND upon a 5 days' notice period due to scarcity of number resourcing within the range in operation.
Service limitation	Compatibility issues	Compatibility issues have been reported for international fax transmissions.
Service limitation	Compatibility issues	SMS on DID geographical numbers is supported, however international reachability cannot be guaranteed. Issues have been reported from Indonesia (Telkomsel) and Mexico (Telcel).
Service limitation	Other restrictions	Outbound SMSs from geographical and mobile numbers are limited to 1500 messages per day for the USA.
Service limitation	OUT	OUT Emergency cannot be enabled on non-geographical or DID Mobile numbers
Service limitation	OUT	OUT National not supported on DID Mobile numbers
Service limitation	Reachability limitations	International reachability cannot be fully guaranteed for SMS and inbound voice on SMS enabled numbers. Please contact our NOC team through the ticketing system to report such issues as we are working on extending international reachability.
Service limitation	Reachability limitations	Inbound SMS from short code numbers is not supported on DID geographical numbers
Service limitation	Other restrictions	Outbound SMSs from geographical and mobile numbers cannot be used to access any 911 or similar emergency services. This service is not intended to replace any primary phone service, such as a traditional landline or mobile phone that may be used to contact emergency services. If customers or its end users sends an outbound SMS on DID numbers to the emergency number 911, CLASSOUND will send a bounce back text message informing them about the unavailability to deliver and contact the 911 emergency service via text. However, if the customer has not previously configured the number for inbound SMS

		(e.g. the number is not mapped to an SMS Link group or the number is mapped to an SMS link group without the link "from CLASSOUND" or "bi-directional" specification), CLASSOUND cannot send any bounce back text message to the customer or its end-users. The customer acknowledges this service limitation and shall inform the end-users about this restriction.
Service limitation	Mobile numbers	CNAM registration is not supported on DID Mobile numbers
Service limitation	OUT	OUT National currently does not support outbound calling to Premium rate numbers and temporally to N11 short codes excluding 911

Disclaimer: This file is confidential and intended for customer use only.