



Jeffrey Citron
Chief Executive Officer

March 28, 2005

Mr. Christopher T. Rice
Executive Vice President
Network Planning and Engineering
SBC Services, Inc.
175 E. Houston
San Antonio, TX 78205

Dear Mr. Rice:

Thank you for your response dated March 25, 2005, to my letter of February 28, 2005. I write to express my concern and disappointment at SBC's refusal to work directly with Vonage in deploying a joint.9-1-1 solution in the next 30 to 90 days.

Vonage is the largest provider of VoIP services in the United States. By rejecting Vonage's offer, SBC effectively chooses to deny an opportunity to immediately improve 9-1-1 capabilities to hundreds of thousands of customers in its service territory. While our companies may be competitors, the public welfare demands that we work cooperatively on matters of public safety. It is not enough for SBC to point to the efforts of industry bodies in an effort to absolve itself of the responsibility to deploy technology and solutions that are readily available today. As the gatekeeper of the emergency services network throughout SBC's service area, SBC holds a special obligation to embrace solutions that will protect the public safety. Therefore, Vonage renews its request to jointly test and deploy a VoIP 911 solution as soon as possible.

I appreciate that SBC is working with the industry and the relevant industry bodies to develop an E911 solution for Voice over Internet Protocol ("VoIP") services. Vonage has also been a part of these processes and supports the work under development. However, deploying a VoIP E911 solution as rapidly as possible is a public safety imperative that requires immediate attention.

As detailed in my letter of February 28, 2005, Vonage has demonstrated that a VoIP E911 solution can be implemented in a short period of time. Vonage and other parties have already deployed a VoIP E911 solution in Rhode Island. Rhode Island VoIP consumers are not placed outside of the emergency services network. To date, there have been no issues with the technology nor the solution deployed. We have also successfully tested a similar solution with great success in Qwest's King County territory. In your letter, you cite to Vonage comments filed in the *IP Enabled Services* proceeding concerning Vonage's support for the principle of allowing the VoIP industry to develop industry standards and to make the emergency services network the best one possible, industry cooperation between Vonage and SBC to get a solution up and running would be an important and significant step toward that end. Industry cooperation between two parties should not be mistaken for supporting inaction when there are viable solutions that are available today.



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We look forward to a timely response to our renewed request.

Sincerely,

Jeffrey A. Citron
Chairman and CEO
Vonage Holdings Corp.

cc:

Kevin J. Martin, Chairman, FCC
Kathleen Q. Abernathy, FCC Commissioner
Michael J. Copps, FCC Commissioner
Jonathan S. Adelstein, FCC Commissioner
Gregory S. Ballentine, President, APCO International
The Honorable Hillary Rodham Clinton
The Honorable John Shimkus
The Honorable Anna Eshoo
The Honorable Conrad Burns
The Honorable Kay Bailey Hutchison
The Honorable Barbara Boxer
The Honorable Joe Barton
The Honorable John D. Dingell
The Honorable Ted Stevens
The Honorable Daniel K. Inouye
The Honorable Arlen Specter
The Honorable Patrick J. Leahy
The Honorable Mike DeWine
The Honorable Herb Kohl
The Honorable Charles W. Pickering, Jr.
The Honorable Fred Upton
The Honorable Edward J. Markey
The Honorable Cliff Stearns
The Honorable Jim Sensenbrenner, Jr.
The Honorable John Conyers, Jr.
The Honorable Mike Ferguson
The Honorable Frank R. Lautenberg
The Honorable Jon S. Corzine