

## **Subscriber Notification Report**

**WC Docket No. 05-196**

**Reporting Company** Aptela, Inc.  
1616 Anderson Road, Suite 107  
McLean, Virginia 22102  
703-386-1500

**Background:** Aptela is a small provider of web hosted PBX services, including VoIP capabilities. End users using VoIP capabilities do not have the ability to receive calls directly from the PSTN. Less than 350 customers utilize Aptela's services.

**Actions Taken:** As of July 29, 2005, each customer has been notified by e-mail that as an Aptela user of VoIP, there is no ability to access emergency services by dialing 911.

**Stickers/Labels:** Each VoIP customer has been provided by e-mail with a label to attach to each phone or other device warning that 911 is not available.

**Confirmations:** As of August 9, 2005, 6% of the customers have confirmed that they have received and understand the notification. Aptela plans to follow-up with additional e-mails, physical mailings and telephone calls as needed to receive confirmations from all VoIP customers.

**Records:** Confirmations will be stored in hard copy form, or in electronic form, depending upon the form of response, at Aptela's offices.

**Contact Person:** Kenneth J. Wees  
Vice President, Administration