

DSL Internet Corporation  
5000 SW 75th Av  
3rd FLR  
Miami, FL 33155

**Federal Communications Commission**

**Washington, DC 20554**

In the Matter of: ) Case No.: WC DOCKET NO 05-196  
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)  
E911 Requirements for IP-Enabled ) **Update on Compliance with the E911**  
)  
Service Providers ) **Requirements for IP-Enabled Service**  
)  
) **Providers**

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DSL Internet Corporation (DSL<sub>i</sub>) hereby updates the Federal Communications Commission ("Commission"), pursuant to Public Notice released on July 26<sup>th</sup> 2005 regarding the Enforcement Bureau's notification provisions of the FCC rules governing enhanced 911 capabilities as to the percentage of affirmative subscriber acknowledgements it has received to date. DSL<sub>i</sub> further apologizes for the delay in submitting this response, such delay being a direct result of DSL<sub>i</sub>'s being without power as a result of hurricane Wilma.

**SUMMARY OF RESULTS**

DSL<sub>i</sub> continues to devote substantial resources to obtaining affirmation acknowledgements, utilizing mail, e-mail and telephone from its customers. Due to the impact of Hurricane Wilma DSL<sub>i</sub> was unable to report the exact number of affirmations it had received by the 25th October as its offices were closed. At the 29<sup>th</sup> September DSL<sub>i</sub> had

received affirmations from over 84% its impacted customers, as of today, the 7<sup>th</sup> November 2005 DSLi has received affirmations from 92% impacted customers. Further DSLi continues to receive additional affirmations on a daily basis.

### **CARRIER COMPLAINE EFFORTS**

DSLi continues to work in good faith to communicate with customers impacted by this order and is continuing its actions to comply with the order:

**#1:** DSLi sent email notifications to all impacted subscribers advising customers of the 911 limitations and contact information for further information. Letters were also been sent to these customers with return address envelopes mandating clients to affirm their understanding of the 911 services offered by DSLi and detailing consequences for non-compliance. On a weekly basis DSLi has sent follow up letters and/or e-mails to all non-respondents and followed through with calls and voicemails from DSLi representatives.

**#2:** DSLi requisitioned the production of notification stickers to be distributed to all customers by quantity of devices per location to be placed on each device indicating the limitation of VoIP 911 capabilities. These stickers invite these customers to call a company contact number for further information. DSLi is distributing these stickers to all customers impacted who have responded via US post. Customers were already been notified to expect these warning labels in the notification letters and e-

mails sent as per #1. The actual stickers were distributed to customers as they responded with their affirmations.

**#3:** As expected, DSLi has received affirmation confirmations from over 90% of its impacted customers. As such, DSLi has taken advantage of the further guidance released on 27<sup>th</sup> September and has not disconnected customers who have not replied. However, continues to pursue affirmations from such customers with the threat of potential disruption of services for non-compliance.

**#4** The following continues to be the authorized representative that is designated to DSLi for VoIP 911 Compliance:

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DSLi believes it has conclusively shown that it is working diligently in acting on the requirements of the VoIP 911 Compliance Order.

Dated this 7<sup>th</sup> day of November, 2005



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