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Broadband Voice 911 Special Instructions

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SPECIAL INSTRUCTIONS FOR 911 DIALING

For your safety, 911 dialing is offered as part of your Broadband Voice service. However, because of the portable nature of your Analog Telephone Adaptor (ATA) device, this 911 service differs from traditional 911 dialing.

PLEASE READ THESE INSTRUCTIONS CAREFULLY TO ACTIVATE YOUR 911 SERVICE.

You **MUST** contact Enterpoint your service provider in order to "pre-activate" 911 dialing. Once activation has been completed by your provider, 911 dialing will be available for your use.

Any time you move your ATA device to a new address, you must notify Enterpoint your provider of the new address. If you move your ATA device out of your current exchange, 911 dialing may be unavailable or may route incorrectly, depending on your location. When you call 911, you **MUST** give the emergency dispatcher the address of your current location and your current call-back telephone number. This information may not be automatically provided to emergency personnel. This is especially true if you have moved your ATA device to a new address without notifying your service provider. Please also note that 911 dialing may not work during a power outage or an outage experienced by your broadband service provider, and that there is the possibility of reduced speed for routing and answering of 911 calls during times of network congestion. Neither your provider nor its suppliers will be liable to you or to any third party for any loss, damage, claim, or liability, including injury or death, due to the misrouting, incompleteness, or other failure of any 911 call, or due to your failure to follow the above noted 911 dialing instructions.

You will receive an email confirmation when the activation of your 911 emergency service has been completed, unless and until that email notification is received your 911 service is or has not yet been activated.