

E911 Agreement

In order for 911 calls to be properly directed to emergency services using the Voice Service, Comcast must have the correct service address for each telephone number used by the Company. If the Service or any Service device is moved to a different location without Company providing an updated service address, 911 calls may be directed to the wrong emergency authority, may transmit the wrong address, and/or the Service (including 911) may fail altogether. Company's use of a telephone number not associated with its geographic location may also increase these risks. The Voice Service uses electrical power in the Company's premises. If there is an electrical power outage, 911 calling may be interrupted if a battery back-up is not installed in the voice modem, fails, or is exhausted. Calls using the Voice Service, including calls to 911, may not be completed if there is a problem with network facilities, including network congestion, network/equipment/power failure, a broadband connection failure, or another technical problem. Company should call Comcast at 1-888-824-8104 if it has any questions or needs to update a service address in the 911 system. I ACKNOWLEDGE THAT I HAVE READ AND UNDERSTAND THE 911 LIMITATIONS OF THE VOICE SERVICE.