**Critical Customer Notification Concerning Emergency Services (911)**

As a user of Frontier VoIP-based services, Customer may, on occasion have a reason to dial an emergency service or “911.” Please be advised that Frontier assumes no liability whatsoever to Customer and any user’s of the Customer’s equipment under the following circumstances:

Emergency services or “911” may not be accessible from Customer VoIP service under certain circumstances, including but not limited to:

* If there is a power failure or some other type of failure of the equipment installed at Customer premises;
* If there is a failure or congestion of the access connection (such as DSL or T-1 connection) or associated equipment provided to connect Customer location to the VoIP service network;
* If there is a failure or congestion of the VoIP network providing Customer VoIP service, the Public Switched Telephone Network (PSTN), or the 911 servicer provider’s network or emergency services network;
* If Customer is using the service outside the continental USA;
* If the Customer has recently moved the VoIP device, Customer delays in providing or failing to provide accurate location information to your service provider, or the information you have provided has not yet been updated by your service provider or is inaccurate;
* If your service has been disconnected or suspended for non-payment or any other reason.

Further, in some circumstances your 911 service may be limited to traditional 911 service rather than enhanced 911 (“E-911”). With E-911 your address and callback information is automatically provided to the emergency services systems. If E-911 service is not available in your area or at the time of your 911 call, then, the system may default to traditional 911 service and Customer may be required to verbally inform the 911 call taker or emergency responder of your address and phone number.

Call back from the emergency services may also fail under certain circumstances, including but not limited to:

* If you are using call forwarding, call redirection or blocking services;
* If the emergency callback number is configured to ring a phone at a different location than Customer VoIP service

Upon installation, Frontier will provide a warning label to prominently display on the VoIP devices. In addition, Customer is responsible for ensuring that warning labels provided by Frontier outlining the limitations of 911 services over VoIP phones are placed on and/or near the equipment used in conjunction with the VoIP phone service.

Further, at all Customer locations utilizing the VoIP service, Customer is hereby advised to take all means possible to ensure that employees, guest, and any other personnel that may utilize the VoIP device/service are aware of the limitations of the emergency services in accordance with this Customer notification and are made aware of alternative methods of accessing 911 services in the event of a failure of the VoIP service.

Please contact Frontier regarding the above notification.

By signing below, Customer acknowledges, understands and agrees to the terms and conditions of this Critical Customer Notification (“Notification”). Customer has read and understood this Notification, including the disclaimer of liability, and the information provided herein. This Notification is only valid when countersigned below by an authorized Frontier representative.

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| **{{Subscriber\_Name}}** | |
| Signature: | **{{Signer1Signature}}** |
| Printed Name: | {{Signer1FullName}} |
| Title: | {{Signer1Title}} |
| Date: | {{Signer1Date}} |
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