

In order to place calls using your TouchTone Business VoIP, you must provide TouchTone with a completed 911 Emergency Service Registration Form.

Please complete this form in its entirety and fax it to 800-266-4011, or e-mail a scanned copy to voip.orders@touchtone.net.

How VoIP 911 is different.

TouchTone's VoIP Services are Internet based, and 911/ E911 services are different than traditional wireline 911 service, but still serve as a safe and reliable means of emergency dialing.

Should the customer lose power or Internet access (regardless of cause), these services will be unavailable. In order for the customer to have backup access to 911 and/or emergency services, the customer must purchase a PSTN connection from the local exchange carrier, or similar provider.

Customer acknowledges and agrees to inform all employees, guests and other third persons who may be present at the physical location where you utilize the Service of the important differences in and limitations of VoIP 911 as compared with traditional public telephone 911 services.

When you sign up for Service, you must provide a valid address within the U.S. This address will be filed as your service address. If you dial 911, your service address will be forwarded to emergency response personnel so that they can locate you.

It is very important to keep your service address (physical address) up to date so that emergency personnel can be dispatched to the right location in the event of an emergency. IF THE PHYSICAL LOCATION OF YOUR BUSINESS VOIP PHONE(S) IS NOT ACCURATELY RECORDED, EMERGENCY SERVICES WILL NOT BE ABLE TO LOCATE YOU IF YOU ARE UNABLE TO SPEAK YOUR ADDRESS OR ARE DISCONNECTED (EVEN IN AREAS WHERE E911 SERVICE IS AVAILABLE) DURING A 911 CALL AND/OR THE CALL MAY BE MISDIRECTED TO AN INCORRECT LOCAL EMERGENCY SERVICE PROVIDER. If your physical location cannot be determined by your service address on file, you will be routed to a national call center to confirm your location so that your call can be forwarded to the appropriate local authority. In case of an emergency call to 911, you should be prepared to provide your address and exact location inside the premises.

911 Service Information

Name on Account _____ **Email Address** _____

Phone Number(s) that need to be applied to this address. List all numbers (new & those being transferred).

Address

City _____ **State** _____ **ZIP** _____

Your new Business VoIP phone numbers, as well as any numbers being transferred, will be registered with the above service address. If you move, it is important that you update your service address with TouchTone by calling 1-800-900-5474.

I agree that the limitations of this feature have been fairly and accurately described before and after the installation of TouchTone Business VoIP Service. By using TouchTone Business VoIP I acknowledge that I have read and understand, and agree to the terms and conditions of this agreement as well as those listed for TouchTone Business VoIP Service, and that you hereby expressly release TouchTone, its directors, officers, employees, agents and underlying service providers from any and all liability associated with your use of TouchTone's Business VoIP phone service.

Customer Name (printed) _____ **Customer Signature** _____ **Date** _____