

# VELOXINET E911 DISCLOSURE NOTICE

**PLEASE READ THIS DOCUMENT CAREFULLY. IT CONTAINS IMPORTANT INFORMATION REGARDING THE LIMITATIONS OF 911 EMERGENCY DIALING SERVICES.**

By activating or using the Voice over Internet Protocol ("VoIP") services provided by Veloxinet ("Service"), you acknowledge and agree to the terms and conditions described in this E911 Disclosure Notice.

## 1. DESCRIPTION OF VoIP 911 SERVICE

Veloxinet provides access to "Enhanced 911" (E911) service where available. However, because this Service is internet-based, it operates differently than traditional wireline 911 services. These differences may limit or prevent your ability to contact emergency services in certain circumstances.

## 2. SERVICE LIMITATIONS AND OUTAGES

**EMERGENCY DIALING WILL NOT WORK IN THE FOLLOWING SCENARIOS:**

- **Power Failures:** The Service, including 911 dialing, will **not function** in the event of a power failure or disruption. If the power goes out at your location, your internet equipment (routers, modems, POE injectors) and VoIP phones will not work. A battery backup or Uninterruptible Power Supply (UPS) is recommended but may only provide limited runtime.
- **Internet Service Outages:** The Service requires a fully functional broadband internet connection. If your internet connection is lost, suspended, terminated, or degraded (due to network congestion, equipment failure, or maintenance), you will **not** be able to dial 911.
- **Service Suspension:** If your account is suspended or terminated by Veloxinet for any reason, including non-payment, you will not be able to use the Service to contact 911.

## 3. REGISTERED LOCATION AND ROAMING

**IMPORTANT:** Unlike a traditional landline, Veloxinet cannot automatically determine your physical location based solely on the telephone line.

- **Registered Location:** You are responsible for providing Veloxinet with the accurate physical address (the "Registered Location") where the Service and equipment are used. This is the address that will be transmitted to the Public Safety Answering Point (PSAP) when you dial 911.

- **Moving Equipment (Nomadic Use):** If you move your VoIP phone or device to a different physical address—even temporarily—you **must** update your Registered Location with Veloxinet immediately.
- **Failure to Update Address:** If you do not update your location, or if you use the Service from a location different than the Registered Location, 911 calls may be routed to the wrong emergency dispatch center. Furthermore, emergency personnel may be dispatched to your previous address, delaying critical assistance.

#### 4. TECHNICAL LIMITATIONS

- **Routing to National Call Centers:** In some cases, if your Registered Location is not recognized or validated, or if the local PSAP is not equipped to receive VoIP E911 data, your call may be routed to a national emergency call center. You will need to verbally verify your location and phone number to the operator.
- **Automated Number/Location Identification:** Due to technical limitations, the emergency operator may not automatically receive your phone number or physical location. **Always be prepared to provide your name, location, and callback number immediately upon connection.**
- **Network Congestion:** There may be a greater possibility of network congestion and/or reduced speed in the routing of a 911 call made via VoIP compared to traditional telephone networks.

#### 5. USER RESPONSIBILITIES

- **Alternative Emergency Access:** Veloxinet recommends that you maintain an alternative means of contacting emergency services, such as a cellular phone or a traditional landline.
- **Informing Others:** You are responsible for informing all residents, guests, employees, and other persons at your location of the limitations of VoIP 911 service.
- **Warning Labels:** The FCC requires that you place warning labels/stickers on or near all equipment used with the Service to alert users that 911 service may be limited. (Veloxinet will provide these stickers upon request).

#### 6. LIMITATION OF LIABILITY

By using the Service, you acknowledge and agree that Veloxinet and its officers, directors, employees, and agents shall not be liable for any claim, damage, or loss, and you hereby waive any and all such claims or causes of action, arising from or relating to your inability to use the Service to contact emergency services, or the failure of emergency personnel to respond effectively, caused by the limitations described in this notice.