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VoIP Advantage Telephone Service IMPORTANT 911/E911 INFORMATION

VoIP telephone service works differently from traditional phone service, the primary difference being that VoIP telephone service works over the internet. Therefore, VoIP 911 service may also work differently from traditional 911 service. Some of the possible differences include:

- When dialing 911, VoIP 911 calls may not connect to the Public Safety Answering Point (PSAP), or may improperly ring to the administrative line of the PSAP, which may not be staffed after hours, or by trained 911 operators;
- When dialing 911, VoIP 911 calls may correctly connect to the PSAP, but not automatically transmit your telephone number and/or address information;
- You will need to provide your address or other location information to your VoIP telephone service provider (Rayfield Communications), and update this information if you change your address, in order for 911 service to function properly.
- Your VoIP telephone service, and therefore 911 calling, may not work during a power outage, or if the Internet connection fails or becomes overloaded.

I have read and understand the above.

Customer Signature _____ Date _____

