



Emergency Services 911 Dialing

Customer acknowledges and understands that the Nu-TEL broadband Service is not a traditional telephone service. The primary difference that VoIP Service operates over the public (Internet) and private data networks. Nu-TEL provides the Nu-TEL service on a best efforts basis, and from time to time, and reasons out of our control, the Service may be compromised as a result of power outages, fluctuations with the Internet, the Customer's ISP service, or general maintenance. If the only method to provide E911 Service is through the Service and the Service is compromised for any reason, then 911 calling will fail to work properly.

It is the responsibility of the Customer to provide alternative methods for emergency service calls if you are uncomfortable with this condition. You acknowledge and accept that it is your responsibility to arrange alternative methods (such as landline or wireless) from Nu-TEL or a third-party source as a backup solution to 911 services.

The Nu-TEL Service provides the Customer with the ability to register telephone numbers together with a physical address (only one physical address per telephone number). When 911 is dialed from a device on a system, the enhanced E911 information will be routed to the appropriate local Public Safety Answering Point (PSAP).

Any or all telephone numbers in a Customers system can be registered with E911, each having a unique physical address. Within the Nu-TEL system configuration, Nu-TEL will associate extension numbers with the appropriate registered E911 telephone numbers. Therefore, if a particular extension has been configured and associated with a particular E911 number and dials 911, the Nu-TEL system will send the proper associated telephone number and unique address to the PSAP.

IT IS INCUMBENT UPON THE CUSTOMER TO NOTIFY THEIR EMPLOYEES AND PUBLISH DOCUMENTATION THAT EXPLAINS THE OPERABILITY OF THE NU-TEL 911 SERVICES. IT IS RECOMMENDED THAT THE CUSTOMER PROVIDES ALTERNATIVE METHODS OF DIALING 911 WHEN A USER OR DEVICE IS NOT LOCATED IN THE SAME PHYSICAL LOCATION AS THE E911 REGISTERED NUMBER. AS AN ALTERNATIVE, EITHER A WIRED LINE OR CELLULAR SERVICE SHOULD BE USED WHEN USERS ARE AWAY FROM THE PHYSICAL REGISTERED ADDRESS.

By signing the Nu-TEL Sales Agreement attached, the Customer acknowledges he/she has read and understands these Emergency Services 911 Dialing conditions.