

NU-TEL COMMUNICATIONS OF NJ, INC.

EMERGENCY SERVICES / 911 ACKNOWLEDGMENT

VoIP, IP Phones, Softphones, Mobile Applications & Remote Users | August 2026

IMPORTANT 911 NOTICE

Customer acknowledges that Nu-TEL-provided VoIP and IP-based communications services are not traditional wireline telephone services. Emergency calling can depend on electrical power, Internet connectivity, network availability, correct system configuration, and accurate registered-location information.

1. SERVICE DEPENDENCIES

911 calling through VoIP or IP-based service may be unavailable, delayed, impaired, or fail during a power outage; Internet or ISP outage; local network, router, switch or firewall failure; equipment failure; carrier or third-party network interruption; maintenance; service suspension; or other circumstances outside Nu-TEL's reasonable control. Customer should maintain an alternative method of contacting emergency services, such as a working cellular service, when appropriate.

2. REGISTERED EMERGENCY LOCATION

Emergency calling relies on the location information registered for the applicable telephone number, device, extension, user or service configuration. Customer is responsible for providing Nu-TEL with complete and accurate physical-location information required for E911 and for promptly notifying Nu-TEL whenever that information changes. Nu-TEL will use the location information supplied by Customer to configure or submit applicable emergency-service records.

3. IP PHONES, SOFTPHONES, MOBILE APPS & REMOTE USERS

IP phones, softphones, mobile applications and other portable or remote devices may be used from a location different from the location registered for emergency calling. If a user moves a device or uses an application from another location without ensuring that the applicable emergency-location information is current, a 911 call may be routed to the wrong Public Safety Answering Point (PSAP) or may transmit an incorrect address or callback information. Customer is responsible for establishing procedures for remote and mobile users and for instructing them regarding these limitations.

4. MOVES AND LOCATION CHANGES

Customer must notify Nu-TEL before or promptly after moving a telephone, extension, user, office, device or service to a different physical location when the move affects emergency-location information. Customer shall not assume that moving an IP device automatically updates its registered 911 location. Changes may require processing time before updated emergency-location information becomes effective.

5. CUSTOMER EMPLOYEE / USER NOTICE

Customer is responsible for informing employees, contractors, remote workers and other authorized users of the limitations described in this Acknowledgment. Customer should provide internal instructions explaining how emergency calling operates, when location information must be updated, and what alternative method should be used if VoIP 911 service is unavailable or the user is away from the registered location.

6. CUSTOMER ACKNOWLEDGMENT

By signing below, Customer acknowledges that it has read and understands this Emergency Services / 911 Acknowledgment; understands that VoIP 911 service depends on power, Internet/network availability and accurate registered-location information; accepts responsibility for providing and maintaining accurate location information; and agrees to notify its users of the limitations applicable to IP phones, softphones, mobile applications and remote use.

CUSTOMER ACKNOWLEDGMENT		
Customer / Company:	_____	Date: _____
Authorized Name:	_____	Title: _____
Signature:	_____	

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