



9-1-1 Information

This VoIP service supports Enhanced 911 (E911) across the US and Canada, automatically routing calls and transmitting your registered address. Enabling E911 costs a one-time activation fee of approximately \$1.50 and \$1.50/month per DID. The provider also mandates 911 connectivity even without E911 configured, but applying unregistered attempts incurs a penalty fee.

Setting up E911 is action-oriented and can be handled directly through your customer portal:

- Go to DID Numbers >> Emergency Services.
- Click the ENABLED or Configure button for your specific number.
- Fill out the form with your exact physical address.
- Agree to terms and click Validate.

Important Limitations:

- **Power/Internet Dependencies:** VoIP emergency services rely on active internet and power. If your connection drops, 911 will be inoperable.
- **Unconfigured Penalty:** If you call 911 without active E911 on your number, a penalty fee can apply.
- **Nomadic Usage:** If you move your phone to a new physical location, you must update your address in the portal so emergency responders are sent to the correct place.

Unverified Emergency Calls (E911)

911 calls will connect from any number within the U.S. or Canada, even if E911 service isn't configured.

This ensures that you can reach emergency services in critical situations, no matter your setup.

Please note that an \$75 fee applies per 911 call attempts if E911 is not active on your number. ACOMP Technology strongly recommends enabling E911 to avoid this fee and ensure your location is automatically shared with emergency responders.

Please fill out below to confirm you have read and understand all of the above written information about the 9-1-1 service and you accept/agree to what is written above in order to have VoIP service offered by ACOMP Technology Inc.

Name: _____ Company: _____

Email: _____

Telephone: _____

Address: _____

Customer Name (print): _____

Customer Name (sign): _____ Date: _____