



ProComm365 Technologies 911/e911 Emergency Service: Terms of Service

Definitions

The Company: ProComm365 Technologies Inc., also operating as ProComm365 Technologies, its contractors, agents, employees, associates, shareholders, partners and anyone working with or for ProComm365 Technologies and its subsidiaries.

Customer: You, the person or entity, and its contractors, agents, employees, associates, shareholders, partners, or associates using the ProComm365 Technologies service.

911 - Emergency call service typically used for delivering emergency calls to a public safety access point.

e911: Enhanced 911 Emergency Call Service

DID: Direct Inward Dialing, or phone number for calling into a customer's private branch exchange (PBX) system.

PSAP: Public Safety Answering Point, VoIP: Voice over IP

Enhanced 911 Information

VoIP 911 Service differs from traditional 911 services due to limitations brought on by VoIP technology. It is nearly impossible to detect where a call originates from when placed over the internet. e911 allows users to associate physical addresses with their DIDs, allowing them to have service similar to traditional 911.

When an emergency (911) call is placed over our VoIP network, the physical address you will enter at the time of e911 registration for a specific DID will be passed along to your local PSAP providing the dispatcher with the exact location help is required.

Keep your service address up to date

ProComm365 Technologies will attempt to provide the emergency operator with your service address, so please ensure that your information on file with us is always accurate and updated.

Update the "Required Information Table" below and send it in an email to e911@procomm365.com

If you do not do this, the emergency operator may assume that you are calling from the last registered address, which could mislead first responders if, for any reason, you are unable to speak during your 9-1-1 call.

Limitations of Liability

ProComm365 Technologies' terms of service limit and disclaim liability related to VoIP 9-1-1 service, so please read these carefully.

Due to recent pursuant FCC rulings and regulations, all customers who are using ProComm365 Technologies services as their primary residential or business telephone carrier must activate 911 Emergency Services on at least one of their DIDs.

Enhanced 911, the portion of our 911 service which delivers physical address information to your local PSAP is not guaranteed. It is possible that your physical address information may not be passed to the PSAP dispatcher. On occasions such as this you will be required to give the dispatcher the location of your emergency in order to receive emergency service assistance.

In order for e911 address information to be passed to your local PSAP dispatcher, you must set your outbound caller ID value to the specific DID, which you are purchasing e911 service for, and provide your full address information in the "Required Information Table" below. Therefore, by agreeing to these Terms of Services you, the Customer, agree to set the outbound Caller ID number to the DID you have enabled e911 services for when making an outbound 911 emergency call.

We have added an extension to our network which all **ProComm365 Technologies** users may call to test their Caller ID value. At any time, you may test your outbound caller ID value by dialing '1-555-555-0911' through our network.

Due to the nature and instability of VoIP networks, we cannot and do not guarantee your emergency call will go through. Loss of power, Internet access and or several other conditions may cause 911 to be inoperable. We have no control over those types of situations therefore are not held liable. **ProComm365 Technologies** will do everything within their power to prevent service outages within its network.

By using **ProComm365 Technologies'** Enhanced 911 service, the customer agrees that **ProComm365 Technologies**, its contractors, executives, members, customers, agents, employees, carriers, 911 providers, and anyone else associated with **ProComm365 Technologies** is not held liable for emergency calls failing, even if it is determined that it is the fault of **ProComm365 Technologies** or its associates. Customer further agrees that they will notify their customers, contractors, agents, employees, associates, shareholders, partners, and anyone who may use the **ProComm365 Technologies** 911 service of our limitations and make customers agree to not hold **ProComm365 Technologies** or customer liable.

Required Information Table

DID	XXX-XXX-XXXX
* First Name:	
* Last Name:	
* Street Number:	
* Street Name:	
Apt./Suite/Unit Number:	
* City:	
* State / Province:	
* Zip / Postal Code:	
* Country:	

* = **Mandatory Field**

Inform other users

You must notify members of your household, company and other potential users of your VoIP phone service of the nature and limitations of 9-1-1 emergency calls. To make this easier, fill out and attach included stickers in a visible location on your telephone sets.

 **ATTENTION**

When dialling 9-1-1, be prepared to provide your address/location:

For more details contact _____

We reserve the right to make changes to our site, services, policies and these Terms of Services at any time.

By accepting this document, you affirmatively agree to the previously stated Terms of Services for our 911/e911 service.