



**E911 ADVISORY
(Cable Modem Phone Customers ONLY)**

Prior to the connection of your phone service we are required, by FCC regulations, to obtain your acknowledgement that you have read and understand the terms and conditions of your 911 service as outlined below.

Please be aware that your 911 service may not function or be available under the following circumstances:

- If the original equipment at installation is moved without our knowledge to an address other than the one on your bill. You are required to notify us of any change of address prior to moving the equipment.
- If there is an extended power outage in your home and the battery backup (within your modem) is exhausted or if the battery backup fails.
- If there is an interruption in your internet service, caused by, but not limited to, non-pay disconnect and/or suspension, customer premise equipment failure or a problem with network facilities or equipment.

We strongly urge you to take the time now to identify an alternative means for contacting emergency services and make sure all members of your household have ready access to this, in case of an extended power outage or an internet service interruption.

We are required by FCC regulations to provide labels for the modem warning customers that 911 service may be limited or not available. Please make sure your label is displayed on the modem and if you are in need of a new label, please contact our office.

Tips for Subscribers of VoIP Service

- Provide accurate physical address information to Marne Elk Horn and notify us of any change of address.
- Have a clear understanding of any limitations of your 911 service.
- Inform children, babysitters and visitors about your VoIP service and its 911 limitations.
- If your power is out and/or your internet connection is down, be aware that your VoIP service may not function.
- If you have any questions regarding your VoIP phone service, please contact our office for further information.

I have read and understand the 911 policy for my phone service, by signing this form I acknowledge that I have read and acknowledged the above terms and conditions.

Customer Name & Address: _____

Signature: _____

Date: _____