

# WARNING

WHEN PURCHASING AN INTERNET BASED (VoIP) PHONE SERVICE OFFERED OVER YOUR TELEPHONE OR CABLE PROVIDER'S BROADBAND LINES, **VERY IMPORTANT LIFE, SAFETY & LIABILITY CONCERNS MUST BE TAKEN INTO CONSIDERATION**

**WASHINGTON COUNTY 9-1-1 CAN TAKE NO RESPONSIBILITY FOR THE TIMELINESS OF PUBLIC SAFETY AND EMERGENCY RESPONSES TO RESIDENTS OR BUSINESSES UTILIZING INTERNET BASED PHONE SERVICE.**

- **VoIP DOES NOT come with the ability to dial 9-1-1.** You must request and successfully activate the 9-1-1 type dialing feature before you can dial 9-1-1.
- **VoIP is NOT traditional 9-1-1 access to emergency services.** Internet based phone service offers a limited 9-1-1 TYPE service, which is NOT routed to the 9-1-1 dispatchers. You will be routed to the general telephone number for the Public Safety Answering Point (PSAP) or emergency service provider. Internet based phone service requires that you (the consumer) acknowledge that there may be a greater possibility that the general telephone number will produce a busy signal or will take longer to answer than traditional 9-1-1 dialing.
- **VoIP CANNOT transmit identification of the address that you have listed: You must be able to state the nature of the emergency, including location.** Emergency personnel WILL NOT be able to find your location if the call is unable to be completed, is dropped or is disconnected or if you are unable to speak to tell them this information. It may or may not allow for local emergency personnel to identify your telephone number.
- **Outages will prevent access to all services, including access to 9-1-1 dialing:** A power outage, broadband service outage, or cable service outage affecting your home or business, or a change in physical location of your Internet based phone service equipment will prevent you from being able to use Internet based phone service's service, and will prevent you from being able to call 9-1-1. See CNET News Story: [http://news.com.com/2100-7352\\_3-5293439.html?tag=prntfr](http://news.com.com/2100-7352_3-5293439.html?tag=prntfr)
- **Possibility of Network Congestion and/or Reduced Speed for Routing 9-1-1:** There is greater possibility of network congestion and/or reduced speed in the routing of 9-1-1 communications utilizing Internet based phone service equipment as compared to traditional 9-1-1 dialing over traditional telephone networks.
- **Safety & Liability:** If there is an emergency at your residence or business and you are not there and have not instructed family, babysitters, guests, the elderly, or employees how to activate the Internet based phone service system, you may be placing them in danger because of the inability to contact emergency service. Internet based phone service will not accept any responsibility or liability for the inability to contact emergency services and requires that you indemnify Internet based phone service for any claims resulting from your or any other person's inability to dial 9-1-1 or to access emergency service personnel using Internet based phone service's service.