



VOIP 911 Service Disclaimer and Customer Acknowledgement

This VOIP 911 Service Disclaimer and Customer Acknowledgement ("911 Disclaimer") is a component of your Agreement with National Computer Consultants ("NCC"). By endorsing this 911 Disclaimer, you and any individual utilizing the Service ("You" or "User") consent to the stipulated terms and conditions. Capitalized terms are defined herein or in the overarching Agreement delineated in the General Terms and Conditions.

General Information

We appreciate your choice of NCC as your VOIP telephony provider. It's crucial to comprehend certain aspects of the Service and its limitations concerning emergency calling (911 and E911) compared to conventional 911 services. Given the portable nature of interconnected VOIP services, certain challenges arise in pinpointing the original location of a 911 call.

VOIP Limitations

Emergency calling via VOIP may be constrained or unavailable due to several factors:

- Power or broadband outages, disruptions, or equipment malfunctions.
- Service usage at an unregistered location.
- Network congestion or disruptions.
- Changing your phone number or not updating the registered location.
- Service interruption due to account suspension or termination.
- Inability to text 911 via the Service.
- Limitations in certain geographic areas or buildings.

You must familiarize yourself with the intricacies of 911 and E911 services and their potential limitations. You are also responsible for ensuring all Users are informed and compliant with these details.

User Obligations

Users are mandated to register the location of their Softphone. The registration process is essential for efficiency in emergency responses. If you relocate your Softphone, update the

registered location promptly. For mobile Softphones, dial 911 via your cellular network if outside the registered location.

Limitation of Liability

NCC and its affiliated parties shall not be held liable for any damages or claims arising directly or indirectly from the use or inability to use the Service or emergency 911 and E911 services. Your endorsement of this document implies acceptance of these limitations and the waiver of the right to bring any related claims against NCC, except in instances of willful misconduct by NCC.

Acknowledgement

By signing this 911 Disclaimer, you affirm your understanding and agreement to the stipulated VOIP 911 and E911 limitations and absolve NCC of liability, except in cases of willful misconduct. You are also tasked with ensuring that all Users are informed of these limitations and have the 911 warning labels affixed near their Softphones.

Please contact us at www.nationalcomputerconsultants.com/contact for any queries or further information.

Customer Signature: _____

Date: _____