

IMPORTANT 911 NOTICE

This phone service uses VoIP. 911 does NOT work like a traditional landline.

- **911 goes to the REGISTERED ADDRESS - not where you are.**

Calls are routed using the service address registered for this number, not your device's actual location. Calling from anywhere else may send responders to the wrong address.

- **FIXED service - use only at the registered address.**

This line is not mobile and not nomadic. It does not follow your device.

- **Moving equipment? Update the address FIRST, and wait for it to take effect.**

Address changes are not immediate - allow 24-72 hours. Until the portal shows the new address as active, 911 will still route to the OLD address.

- **No power or no internet = NO 911.**

Unlike a landline, this service carries no power of its own. It also fails during internet outages, congestion, or equipment failure. Keep a mobile phone as backup.

- **Your call may reach a national emergency call center.**

If the address is missing or cannot be verified, an operator may answer instead of your local 911 center. BE READY TO STATE YOUR FULL ADDRESS AND CALL-BACK NUMBER.

REGISTERED SERVICE ADDRESS FOR THIS LINE (write it in):

Phone number: _____ Updated on: _____

Place this notice on or near every device that can dial 911 on this service.

TeleConcepts (ADATA Holdings LLC)

support@teleconcepts.com | +1 909 583 8000

Full E911 limitations are set out in your Number Purchase Agreement & E911 Acknowledgment. The TeleConcepts E911 Service Charge of \$1.30/month is a company-imposed charge, not a government tax or a state or local 911 surcharge. Additional copies: support@teleconcepts.com.

Cut along the dashed line and post near your phone equipment.