

## Sample E911 User Advisory

Dear User,

Your telephone voice services are provided, in whole or in part, by Internet-Protocol-based services. This means your telephone voice services may have the E911 limitations specified below:

- In order for 911 calls to be properly directed to emergency services, we must have the correct service address for you. If your voice equipment is moved to a different location without our notice and approval, 911 calls may
  - be directed to the wrong emergency authority,
  - may transmit the wrong service address, including room/suite number, to the wrong emergency authority, and/or
  - may fail altogether.

We will need several business days to update your service address in the E911 system. **Address location change requests and questions should be directed to 217-353-3026 or [phone techs@pavlovmedia.com](mailto:techs@pavlovmedia.com).**

- Your voice service uses electrical power. If there is an electrical power outage, 911 calling may be interrupted.
- Your voice service uses an Internet connection. If there is a problem with your Internet connection, 911 calling may be interrupted.

Please sign and date below to acknowledge having received and understood this advisory.

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Signature

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Printed Name

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Date