



Important 911 Information

We want to make sure that you are aware of important differences in the way 911 services operates with a VoIP phone when compared with traditional telephone service. Here's what you need to keep in mind:

Differences Between Traditional 911 Services and VoIP Phone 911

With traditional phone services, your 911 call is sent directly to the nearest emergency response centre. With VoIP phone service, your 911 call is forwarded to a third-party service provider that will automatically or manually route your call to the emergency response centre.

Remember to Verify Your Location

Because you can move your VoIP phone between locations and because, for technical reasons, the emergency operator may not have your name, location or contact information available, you must immediately inform the emergency operator of your location or contact particulars any time you call 911. Do not risk sending police or ambulance services to the wrong location.

Be Prepared During Any Service Interruption

VoIP phone service depends not only on your continued subscription (and payment) for the service, but also on Internet connectivity and power to function. In the event of power, network, or Internet outages (including congestion), or if your service is disconnected or suspended due to non-payment, you may experience a failure, disruption or delay in your 911 service. We recommend that you keep an alternative phone service (such as a cellular telephone) handy to increase the reliability of your access to emergency services during any service interruption.

Do Not Disconnect

Until you are told to do so by an emergency dispatcher, do not disconnect your 911 call. If you are inadvertently disconnected, call back immediately.

Keep Your Service Address Up To Date

MKN Group will attempt to provide the emergency operator with your service address, so please ensure that your information on file with us is always accurate and updated. If you do not do this (for example, if you are unable to speak during a 911 call), the emergency operator may assume that you are calling from the last registered address. Note: you may also update your most likely physical address online through the MKN Portal.

Inform Other Users

You must notify members of your household and potential users of your VoIP phone service of the nature and limitations of 911 emergency calls.

Limitations of Liability

MKN Group terms of service limit and disclaim liability related to VoIP 911 service, so please read these carefully.

DID (Phone)	House #	Street	Unit/Suite #	Province	Postal Code

First Name: _____
Last Name: _____
Title: _____
Cellphone: _____
E-Mail: _____
Signature: _____