



### **Digital Phone (VOIP) 911 CUSTOMER ADVISORY**

To all prospective CASS CABLE TV, INC. Digital Phone (VOIP) customers:  
Prior to taking Cass Cable TV, Inc.'s Digital Phone Service, you must understand that 9-1-1 calls using the service will be limited in comparison to 9-1-1 calls made from traditional wireline telephones. Some functions of 9-1-1 calls may be limited or completely unavailable under certain conditions, so that you may be unable to communicate all important information regarding an emergency, or you may be completely unable to make 9-1-1 emergency calls using the Digital Phone service. Specifically, a 9-1-1 dispatcher reached via Cass Cable TV, Inc.'s Digital Phone will not automatically know your telephone number or physical location of the person making the call if:

- your Digital Phone telephone equipment is moved from the location that you provided to Cass Cable TV, Inc. when you registered for Cass Cable TV, Inc.'s Digital Phone;
- you use a non-native telephone number (i.e., a telephone number ported from an area code outside of the area where you are actually located) for your Digital Phone service;
- your broadband Internet connection is interrupted even briefly;
- your electrical power service is interrupted even briefly; or
- there are any delays in making your location available in the database used by 9-1-1 dispatchers to determine the location of a 9-1-1 caller.
- COMPANY can add to this list any further limitations

These and potentially other circumstances could make it impossible for a 9-1-1 dispatcher reached by someone dialing 9-1-1 from your Digital Phone to call back if the call is disconnected and/or for the dispatcher to know where to send emergency service personnel if the caller is unable to provide such information. You must register with CASS CABLE TV, INC. the address of the location at which you will utilize the Cass Cable TV, Inc. Digital Phone service. Digital Phone service is NOT transferable to a different location. Digital Phone service is only to be used from the location you have registered with our office. Anyone calling 9-1-1 using your Digital Phone telephone equipment should know and be able to verbally tell the dispatcher your telephone number, the physical location from where they are calling, and the relative physical location of the emergency they are calling to report.