

E911 / POWER OUTAGE DISCLOSURE AND ACKNOWLEDGMENT

Applies to: Fiber delivered voice service provided by Hiawatha Telephone Company, Midway Telephone Company, or Ontonagon County Telephone Company, as applicable to your service location.

Important Information About Your E911 Service

Fiber delivered voice service requires electrical power and a functioning broadband and network connection. A power outage, network or equipment failure, or other service interruption may limit or prevent telephone service, including calls to 911.

Loss of Electrical Power

If commercial power is lost and functioning backup power is unavailable, your telephone service may not work, including calls to 911. Backup power may provide temporary service but does not guarantee telephone or E911 service during an outage.

Broadband, Network or Equipment Interruptions

Telephone and E911 service may also be unavailable if the broadband connection, network, facilities, or equipment are interrupted or damaged. Backup power at your location cannot prevent an outage elsewhere in the communications network.

Your Service Location and E911

Your fiber voice service is associated with the service address on your account. The appropriate Master Street Address Guide (MSAG) address format is used to support accurate E911 location information. If your service address changes, contact Jamadots so your account and E911 location information can be updated.

Customer Equipment

Cordless telephone systems require power and may not operate during an outage without their own backup power. Medical monitoring, security, alarm, and other devices that rely on telephone service may have separate requirements. Consult the provider or manufacturer of those devices.

Alternative Access to Emergency Services

Because telephone and E911 service may be unavailable during an outage or service interruption, you should maintain an alternative means of contacting emergency services.

CUSTOMER ACKNOWLEDGMENT

I acknowledge that I have received, read, and understand the information above regarding circumstances in which my fiber voice and E911 service may be unavailable or limited.

Initial: _____ Printed Name: _____ Date: _____

Internal Use Only

Account : _____

Battery Backup Purchased: ☐ Yes ☐ No