

Instructions for Sangoma's cloud services 911 Labels

1. Print the second page of this document on Avery 3-1/3" x 4" white labels.
 - a. Avery 8164 for Inkjet printers
 - b. Avery 5164 for Laser printers
2. Place the printed labels on or near phones or other equipment that use Sangoma's cloud services.

911 SERVICE FOR THIS DEVICE IS NOT THE SAME AS TRADITIONAL WIRELINE 911. E911 SERVICE MAY BE LIMITED OR UNAVAILABLE UNDER THESE CIRCUMSTANCES:

I. Service Dependence Failures

- **LOSS OF ELECTRICAL POWER:** Your service and 911 function will fail during a power outage.
- **INTERNET FAILURE:** Service and 911 functions will fail if your internet connection is lost, disconnected, or congested.
- **SERVICE SUSPENSION:** 911 will be unavailable if your phone service is suspended or terminated.

II. Location Accuracy Failure

- **RELOCATION:** If you move this equipment without updating your Registered Location with Sangoma, emergency personnel will be dispatched to the OLD ADDRESS.
- **USER DUTY:** You are responsible for ensuring your physical address is accurate and updated with Sangoma at all times so that E911 functions as designed.

ACTION REQUIRED DURING EMERGENCY

IF 911 SERVICE IS UNAVAILABLE OR IF YOU HAVE RELOCATED:

- IMMEDIATELY USE A MOBILE OR TRADITIONAL LANDLINE PHONE.
- If the 911 operator answers, you MUST provide the operator with your current, precise location (address, floor, room).

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