

E911 ACKNOWLEDGEMENT STATEMENT

The unified communications (UC) mobile telephone set and softphone is being offered as part of the UC Mobility service. These devices use different technology from on-campus telephones. The service depends on Voice over Internet Protocol (VoIP) technology. VoIP provides a great deal of flexibility in extending enterprise communications beyond their traditional boundaries. However, it also creates new challenges in providing emergency responders with accurate telephone number and location information.

Using the UC telephone/softphone to call 911 is strongly discouraged if another phone is available. **In the event of an emergency, use a nearby landline or cellular phone, if possible, to call 911.**

Your UC telephone/softphone will **not** function during electrical outages or disruptions of the data network.

The technology allowing the UC telephone/softphone to work may not provide the most timely or accurate location and telephone number information to emergency responders. Additionally, calls may be routed to the wrong emergency response center or to an administrative telephone line rather than a 911 operator.

Emergency personnel may not be able to call you back if the call is dropped or disconnected, or if you are unable to speak to tell them your phone number and location. **If you must use the UC telephone/softphone to report an emergency, be prepared to tell the dispatch operator your exact physical location.**

I have been made aware and understand the technical limitations associated with the UC mobile telephone set and softphone I am using. I have been informed not to depend on the service for calling 911 or soliciting any emergency response. I have been informed that Virginia Tech is not liable for any errors or delays in emergency response associated with the use of the UC Mobility service.

Name: _____ Date: _____

Signature: _____

For additional information, please reference the Federal Communications Commission's guide to VoIP and 911 services.

<http://www.fcc.gov/guides/voip-and-911-service>