



## Voice Over IP Service

Twin Lakes Communications (TLC) Voice Over Internet Protocol (VoIP) provides voice services over your broadband connection. You are responsible for the accuracy and completeness of the address that you submit to TLC VoIP service for the location at which TLC VoIP will be used and to which emergency service will be sent in the event that you use the TLC VoIP 911 dialing service. When you dial 911, your call will be routed from the Company network to the Public Safety Answering Point (PSAP) or local emergency service personnel designated for the address you provided. Calls from TLC VoIP to any Enhanced 911 emergency center will report the physical address you provided when the service is initiated, even if the device is moved to another location. You are responsible for updating and the advising Twin Lakes of any and all changes to the address or location at which TLC VoIP will be used.

TLC VoIP service is different from traditional service, such as:

- Loss of power or disruption to power at the location where TLC VOIP is used, neither TLC VoIP nor the 911 dialing feature will function until power is restored.
- If your Internet connection or Broadband Service is lost, suspended, terminated, or disrupted, neither TLC VoIP nor the 911 dial feature will function until the Internet connection or Broadband Service is restored.
- The PSAP or local emergency dispatcher receiving the 911 call may not be able to capture and/or retain automatic number or location information. In these instances, a caller dialing 911 will need to immediately tell the dispatcher the location of the emergency and provide the dispatcher with the phone number. If the caller is unable to speak or sufficiently describe the location, the emergency dispatcher may not be able to render emergency service to the appropriate location.