



911 Notification Form

IMPORTANT 911 DIALING INFORMATION

Giant Communications. ("Giant") provides 911 emergency calling in conjunction with your Digital Phone Service (Service) in the Service Area where you have signed for our service ONLY. This service is provided through the emergency agency having authority in conjunction with a company that is providing the 911 switching and database services for each individual county at standards determined by the telecommunications industry. Enhanced (E)-911 calling provides the emergency service that answers a call with the calling party's telephone number, name and address. It is possible that a 911 call can be delivered to the emergency answering agency without the name and address of the calling party being provided. In this case you may be required to provide such information to the answering agency.

The 911 information (i.e. name and address) is the information YOU, the customer, provided Giant at the time you established your service. When you dial 911 this is the information that will be provided to the E-911 Dispatch Center.

IF YOU MOVE YOUR SERVICE (I.E. YOUR DIGITAL PHONE) TO ANOTHER ADDRESS WITHIN GIANT'S SERVICE AREA, WITHOUT NOTIFYING GIANT, AND CONNECT IT TO A BROADBAND SERVICE AND THEN DIAL 911, YOUR CALL WILL BE ANSWERED IN THE COUNTY DESIGNATED AS YOUR SERVICE LOCATION AND WILL DISPLAY THE NAME AND ADDRESS YOU ORIGINALLY PROVIDED TO GIANT. IF THIS OCCURS YOU MUST TELL THE E-911 DISPATCHER YOUR CURRENT LOCATION. THIS INCLUDES TAKING YOUR EQUIPMENT TO ANOTHER COUNTY OR STATE. **IF YOU ARE GOING TO MOVE TO A DIFFERENT ADDRESS WITHIN GIANT'S SERVICE AREA, YOU MUST CONTACT GIANT TO UPDATE YOUR ADDRESS LOCATION. YOU CAN CALL GIANT AT 800-346-9084 or 785-362-9331 TO PROVIDE ADDRESS UPDATES.** GIANT DOES NOT PROVIDE SERVICE OR 911 ACCESS OUTSIDE ITS SERVICE AREA(S).

You acknowledge and understand that service outages or suspension or termination of service by your broadband provider and/or ISP or by Giant will suspend ALL Services, including 911 dialing. You acknowledge and understand that 911 dialing does not function in the event of a power failure or disruption. Should there be an interruption in the power supply, the Service and 911 dialing will not function until power is restored. A power failure or disruption may require the Customer to reset or reconfigure equipment prior to utilizing the Service or 911 dialing. If you are in an area that has a high experience of power outages or your broadband connection has a high experience of outage, then you may want to consider a traditional telephone line for 911 access.

You agree to inform any household residents, guests, employees and other third persons who may be present at any location where you utilize the Service of Giant of how 911 functions. You also agree that if you have temporarily or permanently relocated your phone/equipment to an address within Giant's Service Area(s) you must notify Giant of your new address. **By signing below you agree that you have been informed how 911 functions in conjunction with your service and that you have read and understand the above information and the E-911 information provided herein.**

Customer Name (Print)

Customer Signature

Date