The University of Tennessee Emergency 911 Acknowledgement Statement

By accepting Voice over Internet Protocol (VoIP) or Microsoft Office Communicator (OCS) services from The University of Tennessee, I acknowledge and understand the following:

1. VoIP and OCS services are fundamentally different from traditional landline telephone or cell phone service in that my physical location may not be automatically detected as I place a phone call. With landline phones, a telephone number is assigned to a telephone located in a specific physical place, so that when a call is placed on a landline phone, the geographic location of the caller is automatically transmitted. With cell phones, satellite technology can read codes programmed into the phones and transmit the location of the caller.

   In contrast, VoIP and OCS allows me to make a phone call with my computer using an internet connection, from anywhere in the world, and the internet connection I use does not correspond to a specific geographic location. Therefore when I place a call using VoIP and OCS services, whoever receives the call may not automatically receive information on where I am geographically located.

2. For the reasons defined above, my ability to access emergency services by dialing 911 may be limited in the following ways:
   a. A 911 call I place using VoIP/OCS services may not connect to the Public Safety Answering Point (PSAP), which dispatches emergency personnel to assist a 911 caller;
   b. VoIP 911/OCS services may ring to the administrative line of the PSAP, which may not be staffed after hours, or by trained 911 operators;
   c. VoIP 911/OCS service may correctly connect to the PSAP, but not automatically transmit my phone number and/or location information;
   d. VoIP 911/OCS service may connect to a PSAP serving a county other than the one I am located in;

3. If I have a hard client (actual VoIP phone), I understand that the University has updated the PSAP data with physical location at the time of installation, and I will not move this phone without prior notification to UT Telephone Service, for my VoIP 911 service to function properly.

4. VoIP 911 service may not work during a power outage, or when the Internet connection I am using to place the call fails or becomes overloaded.

______________________________  ________________________
 Signature and UT Netid                Date