



## EMERGENCY CALLING SERVICE

The three-digit telephone number "9-1-1" is the universal emergency number for people throughout the United States. It is a nationwide telephone number and gives the public fast and easy access to a Public Safety Answering Point (PSAP). The PSAP is the agency that takes emergency calls and routes them to the appropriate emergency service.

Our Emergency Calling Service 911 dialing routes your call from our network to the PSAP that provides emergency services in your area. Mid-Hudson automatically has you sign up for Emergency Calling Service when you initially order Cable Phone.

The difference between our Emergency Calling Service and traditional 911 service is that your Cable Phone call will be routed to the PSAP's general access line, which is different from the 911 Emergency Response Center. You will need to state the nature of your emergency promptly and clearly, and provide your location and telephone number, as PSAP personnel will not have this information at hand as they do when your call goes to the 911 Emergency Response Center.

### How It Works

Since Cable Phone service is so portable, your 911 call could be from anywhere. We need you to verify the physical location of your phone in order to activate the Emergency Calling Service feature from the location where you are using your Cable Phone. Then, when you dial 911, the call is routed to the local emergency personnel location designated for the address you register. Notifying us of your physical address is the only way to locate the appropriate PSAP serving the area at your current physical location.

When you sign up for our Emergency Calling Service, you fill out a short form that tells us your actual physical address. If you need to change this address, you can edit your customer profile in the online account management section.

**IMPORTANT: IF WE DO NOT HAVE YOUR CORRECT ADDRESS, YOUR CALL CANNOT BE ROUTED TO THE CORRESPONDING PSAP FOR YOUR AREA AND THAT COULD DELAY THE REQUIRED EMERGENCY SERVICES. IT IS IMPORTANT TO KEEP YOUR PHYSICAL ADDRESS CURRENT ON YOUR ACCOUNT.**

**WHEN YOU MOVE OR TRAVEL, YOU MUST PROVIDE YOUR NEW LOCATION.** You can easily update your new location through your web account. Be aware that it can take several days before your new settings take effect.

**EMERGENCY CALLING SERVICE WILL BE UNAVAILABLE IF THERE IS A POWER OUTAGE, BROADBAND SERVICE OUTAGE, IF YOUR ACCOUNT IS SUSPENDED. FOR MORE DETAILS, REFER TO TERMS AND CONDITIONS.**

Emergency Calling Service may not be available with an international phone number. If your international phone number is not your primary number, Emergency Calling Service will work as described above. If your international phone number is your primary number, when you dial 911 the call will be routed to a general Emergency Services Center instead of to a local PSAP. As always, it is important to be prepared to provide the Emergency Services Center operator with your physical address and a U.S. phone number where the operator can reach you.

By signing below I agree in whole with the above terms of service.

\_\_\_\_\_  
Sign

\_\_\_\_\_  
Date

\_\_\_\_\_  
Print name