

UNIVERGE™ Cloud Services

NEC Corporation of America

UCaaS Product Support
6555 N. State Highway 161
Irving, TX 75039
800-891-6367

According to our information, you have added telephone numbers to your NEC UNIVERGE UCaaS Service Package.

This letter is intended to serve as a reminder that the 911 service provided with your NEC UNIVERGE UCaaS service is not traditional 911 service. Please carefully review the “EMERGENCY SERVICES – 911 DIALING” portion of your NEC UNIVERGE UCaaS Customer Agreement to ensure that you and your end users fully understand the limitations on 911 service.

To help ensure that you and your end users are aware of the 911 limitations when using the NEC UNIVERGE UCaaS Service, we are including with this letter stickers that contain important warnings for your additional telephone numbers.

E911 Unavailability or Limitations

Circumstances in which 911 or E911 may be unavailable or limited include, but are not limited to:

- Relocation of the end user’s IP compatible equipment
- Damage to the end user’s IP compatible equipment
- Broadband connection failure
- Loss of electrical power
- Delays that may occur in making a Registered Location available in or through the ALI (911) database
- Port blockage by the Customer’s ISP or broadband provider
- Suspension of service to the Customer
- Use of non service-approved soft phones, virtual numbers or customer provided devices

NEC recommends that you always have an alternative way to access regular 911 services, and that you always state the telephone number and address that you are calling from when placing 911 calls to assist the emergency service responder.

As mentioned above, you are being provided with a number of stickers with important warnings based on the number of telephone numbers our records show that you have added. Please place a sticker on or near each phone, equipment, or IP Handset used with the NEC UNIVERGE VoIP Service. If you have any questions or need additional stickers, please contact your NEC UNIVERGE VoIP Service Dealer of Record or send your request to e911update@necam.com.

Thank you for choosing NEC as your UCaaS provider.