



911 NOTICE FOR BUSINESS CUSTOMERS AND AGREEMENT REGARDING END USERS

BUSINESS NAME / DBA	BILLING NAME	CONTACT NAME		CONTACT NUMBER	
BILLING ADDRESS		SUITE #	CITY	ST	ZIP
SERVICE ADDRESS		SUITE #	CITY	ST	ZIP
BILLING ACCT # (IF MULT. ACCTS. PLS USE SEPARATE FORMS)		TAX ID	PIN # (IF ANY)	ACTIVE ACCESS LINE FREEZE (Y/N)	

NAME OF INDIVIDUAL AUTHORIZED TO ACT FOR CUSTOMER (If different from customer named on the bill)	TITLE	BUSINESS PHONE #

IMPORTANT 911 INFORMATION – YOUR ACKNOWLEDEMENT IS REQUIRED BY FCC REGULATIONS. FAILURE TO ACKNOWLEDGE RECEIPT OF THIS INFORMATION MAY RESULT IN AN INTERRUPTION OF SERVICE.

Grande Communications offers Enhanced 911 (“E911”) Service. E911 allows us to deliver your address and callback number automatically to local 911 emergency services personnel when you need help. The Federal Communications Commission (FCC) has asked the industry to make sure you understand this important information about the E911 feature of your Phone Service. Information about E911 service is also included in your Subscriber Agreement, provided to you at installation of service.

Grande Communications Phone E911 services will not function if the Grande Communications Equipment fails. Additionally, E911 services will not function if your service is interrupted or not functioning for any other reason, including but not limited to: a power outage lasting beyond battery backup, if any; a Grande Communications network service outage; or, if your service is disconnected at your request or for non-payment of Grande Communications charges. When we install service, we also register your service address according to the information you provide to us and confirm as accurate. If you move the Equipment to another location, you must update your location. If you do not update your location, E911 calls you make may be misdirected to any incorrect emergency services responder or the emergency responder may be directed to the wrong address.

Customer agrees to specifically advise every end user of the Grande Communications Phone Service using the language contained above in this notice of the circumstances under which E911 service may not be available through the Grande Communications Phone Service. Customer will keep records showing that it has provided this information to every end user and that each end user has received and understood this information. Customer shall also distribute stickers, supplied by Grande Communications, to all end users of the Grande Communications Phone Service and instruct each end user to place the sticker on or nearby any telephone or equipment used in conjunction with the service.

Authorized Customer Signature

Date

Printed Name

Title