



TIPS FOR CALLING 911 FROM YOUR MINET/WVF PHONE LINE

We want to make sure that you are aware of important differences in the way 911 service operates MINET/WVF phone numbers when compared with traditional telephone service. Here's what you need to keep in mind:

Differences between traditional 911 service and MINET/WVF 911

With traditional phone services, your 911 call is sent directly to the nearest emergency response center. With MINET/WVF phone service, your 911 call is forwarded to a third-party service provider that will automatically or manually route your call to the emergency response center.

Remember to provide your location

MINET/WVF automatically provides location information to the 911 calling center on your behalf but we always recommend confirming this with the 911 operator when calling for emergency assistance.

Be prepared during any service interruption

MINET/WVF phone service depends not only on your continued subscription (and payment) for the service, but also on Internet connectivity and power to function. In the event of power, network, or Internet outages, or if your service is disconnected or suspended due to non-payment, you may experience a failure, disruption or delay in your 911 service. We recommend that you keep an alternative phone service (such as a cellular telephone) handy to increase the reliability of your access to emergency services during any service interruption.

In event of an account being suspended for non-payment your 911 service will not work.

Do not disconnect

Until you are told to do so by an emergency dispatcher, do not disconnect your 911 call. If you are inadvertently disconnected, call back immediately.

Inform other users

You must notify members of your household and other potential users of your MINET/WVF phone service of the nature and limitations of 911 emergency calls.

Limitations of liability

MINET/WVF terms of service limit and disclaim liability related to 911 service, so please read these carefully.

The entire liability of MINET/WVF of whatever nature arising out of the provision of any service hereunder shall not exceed an amount equal to the proportionate fixed monthly charges to customer for the period of service during which any mistake, omission, interruption, delay, error, or defect in the service or equipment, or any other event or action giving rise to a claim occurs.

In no event shall either Party be liable to the other for indirect, special, punitive, consequential, or incidental damages, including but not limited to, the loss of profits, revenues or data or inaccurate data, even if advised of the foreseeability of such damages.

MINET/WVF disclaims any express or implied warranties with respect to service or equipment, including without limitation, any implied warranties of merchantability and/or fitness for a particular purpose.