



VoIP Terms and Emergency Calling Notice

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This document describes general terms and emergency calling considerations for voice services provided through an accepted Kortech engagement. The applicable order and provider information identify the actual service, provider roles, supported devices, calling features and limitations. This document applies only when incorporated into the relevant agreement.

1 Selected Service and Provider Roles

The order identifies users, numbers, locations, endpoints, fixed or nomadic service modes, subscriptions and support. Kortech's responsibilities for sales, billing, installation, administration and support are distinguished from those of the selected carrier or platform. Provider involvement does not automatically transfer every duty to that provider.

2 Migration and Number Transfer

Number transfers require accurate account information and the applicable carrier authorization process. A requested transfer date is not a confirmed completion date. Existing service should remain active until transfer and essential calling functions are confirmed under the migration plan. Number rights, portability, cooperation and final cancellation follow applicable law and the accepted provider terms.

Alarm, elevator, fire, fax, payment and other specialty connections require separate compatibility and regulatory review. A standard voice subscription must not be assumed to replace every type of line or device.

3 Charges and Use

The accepted terms identify subscription charges, equipment, setup, included calling, usage rates, international or premium destinations, taxes, renewal and cancellation. Any minimum commitment or chargeable limitation must be disclosed for the selected service. Additional charges do not arise merely because they are common in another provider's plan.

Customers must use the service lawfully, protect credentials and promptly report suspected compromise. The parties' security responsibilities, fraud controls and treatment of disputed usage follow the accepted agreement. Recording, transcription, monitoring and messaging features require appropriate lawful purposes, notices and consent where applicable.

4 Privacy and Support

Voice services may process subscriber information, call records, location information, voicemail, recordings and messages according to the selected features and applicable data terms. Retention, authorized access, request handling and provider privacy responsibilities are established for the engagement. Regulated information requires appropriate service eligibility and agreements before use.

Support channels, coverage and escalation follow the purchased schedule. A support ticket is not a means of contacting emergency services. Material changes affecting voice or emergency calling require coordination through the applicable process.

5 Emergency Calling Limitations

VoIP emergency calling can differ from traditional telephone service. Electrical outages, failed broadband, disconnected equipment or network problems may interrupt calls, including 911. Backup power protects only the components it supports and does not guarantee upstream connectivity.

Moving equipment, using a number associated with another area, using an application away from its registered site, or delays in updating location records may affect call routing or the location available to responders. When possible, tell the emergency operator your current location and callback number. Maintain an alternative way to contact emergency services during an outage or where the selected service is unavailable.

6 Devices and Location Information

Emergency calling behavior may differ between fixed phones, movable endpoints, desktop software and mobile applications. Availability of an application does not establish that it supports emergency calls in every location. The actual provider instructions must explain the supported service, routing, location method, update process and material limitations before use.

Customers must follow the approved process for reporting moves and maintaining accurate location information, including additional building, floor or room information where required. Changes must be verified through the provider's process. Multi-line systems also require the applicable deployment review for direct dialing, notification and location duties.

7 Customer Notices and Records

The provider must supply the required service-specific advisory and conspicuous warnings and maintain any required affirmative acknowledgment through the applicable customer onboarding process. Publication of this general notice alone does not establish that those duties have been completed or waive any provider duty or customer right.

Testing must follow the provider's approved nonemergency verification method or a test expressly coordinated with the appropriate emergency authority. Do not place an uncoordinated live 911 test call.

8 End of Service

The transition plan addresses number ports, confirmed migration dates, equipment returns, available data exports, retention and final charges. Disconnection must be coordinated with pending transfers and continuity needs. Applicable data and number rights remain governed by law and the accepted terms.