911 SERVICE ACKNOWLEDGMENT AND WAIVER

Customer Fill-In Form

Customer Name	Panola County
Account Number	110860
Service Address	110 S. Sycamore St, Carthage, TX 75633

Universal ComOne ("Universal") provides 911/E911 calling only for telephone numbers and/or devices that have been properly provisioned and registered for 911 service with an accurate service location. Customer acknowledges and understands that certain telephone numbers, extensions, devices, or calling configurations associated with Customer's telephone system may not be provisioned or registered for 911/E911 service.

CUSTOMER ACKNOWLEDGMENT

1. **911 calls should only be placed from telephone numbers or devices that have been properly provisioned for 911/E911 service.**
2. If a 911 call is placed using a telephone number, device, extension, or configuration that is not properly provisioned for 911/E911 service, the call may not transmit the correct telephone number or physical location to the emergency communications center. In some circumstances, the call may be delayed, misrouted, or otherwise unable to provide emergency responders with accurate location information.
3. Customer is responsible for ensuring that its employees, contractors, guests, and other users of its telephone system are informed of these limitations and know which phones, numbers, or alternative methods should be used to contact 911 in an emergency.
4. Customer agrees that when 911 service is required, users should utilize a telephone number or device properly provisioned for 911/E911 service or another available means of reaching emergency services, including a mobile or traditional telephone service capable of properly completing a 911 call.

$90.00 CHARGE FOR 911 CALLS FROM UNPROVISIONED NUMBERS

Customer understands and agrees that a charge of $90.00 will be assessed for each 911 call placed from a telephone number, device, or service that has not been properly provisioned for 911/E911 service.

This charge applies per call, regardless of whether the call was intentional, accidental, successfully completed, disconnected, or determined not to be an emergency.

Customer authorizes Universal to add the applicable charge(s) to Customer's account and agrees to pay such charges in accordance with Customer's normal billing terms.

ASSUMPTION OF RESPONSIBILITY

Customer accepts responsibility for the use of telephone numbers or devices that are not provisioned for 911/E911 service and agrees to promptly notify Universal if 911 provisioning or location information needs to be added, changed, or updated.

To the fullest extent permitted by applicable law, Customer acknowledges and assumes the risks associated with attempting to place a 911 call from a telephone number or device that has not been provisioned for 911/E911 service.

By completing and signing below, Customer confirms that it has read, understands, and accepts the terms of this 911 Service Acknowledgment and Waiver, including the $90.00 per-call charge described above.

CUSTOMER ACCEPTANCE

Authorized Representative	{{AUTHORIZED_REP}}

Title	{{TITLE}} County Judge
Signature	{{SIGNATURE}} Rodger M McRae
Date	{{DATE}} 09-22-2024

Note: This form is intended to document the customer's acknowledgment of 911/E911 service limitations and applicable charges. It should be reviewed for consistency with applicable law and Universal's service terms before use.