



# LOA & E911 DISCLOSURE

In order to complete your order for Hotwire Communications telephone service, you must complete and sign this form. Upon receipt of this form and a copy of your current phone bill, we will start the transfer process and work with your current carrier to transfer your number. The porting process typically takes up to 20 business days. **In order to avoid delays in the porting process: (1) make sure the name and spelling on this form is the same as the bill of your current provider (or the transfer request will be rejected), and (2) do NOT call your existing carrier to either change or cancel service until after the transfer has occurred (or you will not be able to keep your current telephone number).**

While the disclaimers in the following paragraphs may at first appear somewhat disconcerting, it is important to recognize that 911 service functions on the Hotwire VoIP network no different than it does with other telephone providers. The onus is always on the subscriber to ensure that the 911 operator knows your correct physical location. Hotwire Communications will register you with the Public Safety Answering Point based on the data you provide as part of our normal operating procedures.

## LETTER OF AUTHORIZATION

By signing my name below, I hereby request, authorize, and grant permission to Hotwire Communications to be my primary telephone service provider and to port the telephone number(s) listed below to Hotwire Communications. I understand that Hotwire Communications will be my carrier for local, local toll, long distance and international calls. I hereby grant Hotwire Communications access to, and permission to use, my customer service records and related information from my previous telephone company in order to transfer my telephone number(s) and obtain any other necessary information to establish and maintain my telephone account with Hotwire Communications. I also understand that charges may apply to the transfer, installation, and/or activation of my telephone service with Hotwire Communications.

## 911 DISCLOSURE — IMPORTANT NOTICE REQUIRED BY THE FEDERAL GOVERNMENT

The Federal Communications Commission requires Hotwire Communications to obtain your affirmative acknowledgment that you have read and understand certain E-9-1-1 limitations that may affect your Hotwire Communications telephone service. You agree to tell others in your household, your guests, and other third parties who may be present where the Hotwire Communications services will be used of these limitations.

If you register for Hotwire Communications services using an incorrect physical address, your emergency calls may be routed to the incorrect emergency service provider. The emergency personnel may not be able to transfer your call or respond to your emergency. You must keep your location registration updated and register your location with Hotwire Communications every time you move your Hotwire Communications phone service by calling Hotwire Communications at 800-355-5668.

Outages in your electricity and problems with your high-speed Internet connection, including service outages and network congestion, will disrupt your Hotwire Communications service and you will not be able to use it for emergency calling. If you have battery backup in the associated equipment, if it is not installed, fails or is exhausted after being used, you will not be able to dial 911.

**By signing below, I acknowledge and agree that I have read and understand the above information regarding the limitations on the 911 and E911 emergency services available through the Hotwire Communications service.**

Signature \_\_\_\_\_ Date \_\_\_\_\_

Name \_\_\_\_\_ Community \_\_\_\_\_

Address \_\_\_\_\_ City, State, Zip \_\_\_\_\_

Contact Number \_\_\_\_\_

### I would like to port the below telephone numbers to Hotwire Communications:

Telephone Number \_\_\_\_\_ [ ] Voice Line [ ] Fax Line Current Carrier \_\_\_\_\_

Telephone Number \_\_\_\_\_ [ ] Voice Line [ ] Fax Line Current Carrier \_\_\_\_\_

Telephone Number \_\_\_\_\_ [ ] Voice Line [ ] Fax Line Current Carrier \_\_\_\_\_

**Please submit this completed form and a copy of your current telephone bill to Provisioning.**

#### We have 3 options available to submit these documents:

1. Email scanned copies to LOA@hotwiremail.com
2. Or Fax both documents to 610-717-5071
3. Or Mail to Hotwire Communications, Attn: Provisioning at P.O. Box 1187 Bala Cynwyd, PA 19004