



Important Notice Regarding Frontier® VoIP Service

Dear Business Owner,

Thank you for using Frontier for your business service. We want to remind you of the process for updating your 911 location information prior to calling 911 using your Frontier VoIP service through Unified Communications as a Service by Frontier (UCaaS), Frontier SmartVoice or Frontier AnyWare service on a laptop, tablet or other device that may change locations.

In order for your laptop or tablet to accurately provide your location to emergency services when you move locations, please call, 1.855.438.7273, option #2, and option #2 again, and Frontier Care will work with you to update your 911 location in real time.

We are also providing you a warning label template to attach to all tablets and laptops that are a part of your plan as a reminder regarding 911. Please copy, cut and attach on all your devices, for all users.

We appreciate your understanding and look forward to serving your future business needs.

Sincerely,

Marion Wyand

Marion Wyand
VP, Commercial Service Assurance



WARNING—EMERGENCY 911 CALLS—UPDATE LOCATION INFORMATION

This IP phone may not be capable of making calls and providing correct location information to the appropriate emergency 911 public safety authorities, including police, and fire, if the location information is not kept up to date. If this phone is moved, please contact Frontier at 1.855.438.7273 to update your location in the emergency 911 system.

Account Billing Telephone Number (BTN): _____



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