



Viola Communications, Inc

Residential Digital Telephone Service Application (VoIP)

NAME _____

ADDRESS _____

PHONE NUMBER _____ CELL NUMBER _____

NEW PHONE NUMBER NEEDED? Y N

PORT EXISTING NUMBER? Y N (\$25 Fee / Line)

SERVICE INFORMATION:

Standard Features:

Unlimited Domestic LONG DISTANCE Calling - Included

International Dialing is Blocked – (Default)

Caller ID (NAME & NUMBER)

Call Waiting

Call Forwarding

3 Way Calling

Voicemail

Call Blocking

Anonymous Call Rejection

Find-me/Follow-Me

Simultaneous Ring

MONTHLY Charge **\$25.00** (plus State and Federal charges & taxes)

Installation charge **\$20.00**

SIGNATURE _____ DATE _____



Viola Communications, Inc

1106 13th St
PO Box 309
Viola, IL 61486
309-596-2222

LETTER OF AGENCY

To Whom It May Concern:

_____ (Known as "the Customer") appoints Viola Communications, Inc and representatives as an agent for the purpose of ordering, changing, and/or maintaining communication services including but not limited to local, long distance, and private line services. Viola Communications, Inc is also authorized to obtain billing information, customer service records (CSR), directory listing information, audit information, and all customer proprietary network information related to the Customer. This authorization will remain in effect until rescinded in writing by the Customer.

Name: _____

User Address: _____

Current Local Service Provider (LSP): _____

BAN (Billing Account Number): _____

Phone Number(s) to be ported: _____

Date: _____

Signature: _____

Print: _____

Digital Phone (VOIP) 911 CUSTOMER ADVISORY

To all prospective **Viola Communications Inc** (also known as **VCI**) Digital Phone (VOIP) customers:

Prior to taking **VCI** Digital Phone Service, you must understand and acknowledge that 9-1-1 calls using the service will be limited in comparison to 9-1-1 calls made from a traditional wireline telephones. Some functions of 9-1-1 calls may be limited or completely unavailable under certain conditions, so that you may be unable to communicate all important information regarding an emergency, or you may be completely unable to make 9-1-1 emergency calls using the Digital Phone service. Specifically, a 9-1-1 dispatcher reached via **VCI** Digital phone may not automatically know your telephone number or physical location of the person making the call if:

- your Digital Phone telephone equipment is moved from the location that you provided **Viola Communications Inc** when you registered for **Viola Communications Inc** Digital Phone;
- you use a non-native phone number (i.e., a telephone number ported from an area code outside of the area where you are actually located) for your Digital Phone service;
- your broadband Internet connection is interrupted even briefly;
- your electrical power service is interrupted even briefly;
- if there are any delays in making your location available in the database used by 9-1-1 dispatchers to determine the location of a 9-1-1 caller.
- **Viola Communications Inc** can add any further limitations to this list at any time

These and potentially other circumstances could make it impossible for a 9-1-1 dispatcher reached by someone dialing 9-1-1 from your Digital Phone to call back if the call is disconnected and/or for the dispatcher to know where to send emergency service personnel if the caller is unable to provide such information. You must register with **Viola Communications Inc** the address of the location at which you will utilize the **Viola Communications Inc** Digital Phone service. Digital Phone service is NOT transferable to a different location. Digital Phone service is only to be used from the location you have registered with our office. Anyone calling 9-1-1 using your Digital Phone telephone equipment should know and be able to verbally tell the dispatcher your telephone number, the physical location from where they are calling, and the relative physical location of the emergency they are calling to report.

Customer Acknowledgement:

Before **Viola Communications Inc** will initiate your digital phone service you must acknowledge that you have read and understand this 911 customer advisory. Therefore, if you have read and understand the **Viola Communications Inc** Digital Phone 911 advisory please indicate as much by signing and dating below.

The undersigned acknowledges that he/she has read and understands the **Viola Communications Inc** 911 Customer Advisory. Specifically, without limitation, the undersigned understands that 9-1-1 services reachable via **Viola Communications Inc** Digital Phone service is limited in comparison to 9-1-1 services reachable via traditional wireline telephone service in that 9-1-1 dispatchers reached via **Viola Communications Inc** Digital Phone service may not automatically know my telephone number or physical location. Notwithstanding my understanding of these limitations, I nonetheless wish to take Digital phone from **Viola Communications Inc** and intend to first utilize the service at the following address:

Name _____

Street Address _____

City _____ State _____ Zip _____

Signature _____ Date _____

Backup Power Information

Your home phone service is provided with our state-of-the-art fiber optic network but it requires electric power to operate. To avoid a disruption of home voice service during a power outage and to maintain the ability to connect to 911 emergency services – we at **Viola Communications Inc** offer you battery backup power option(s).

Where to Obtain Your Battery Backup

Viola Communications Inc would like to ensure that our customers are provided reliable backup batteries that allow you to continue to use your home voice services during a power outage. That is why we offer an optional backup battery available for purchase directly from **Viola Communications Inc**. If you have questions or want to purchase a backup battery through us, please call- 596-2222, or visit our business office. Our 8 hour backup batteries cost **\$110.00**. Our 24 hour backup batteries cost **\$175.00**. Both solutions can be shipped directly to your house, or can be picked up at our business office. By purchasing your battery backup from Viola Communications Inc, you can guarantee that the battery will be compatible with your equipment and we will provide helpful information about how to self-monitor and self – test the backup battery. We will also provide any applicable warranty information. Battery installation is straight forward and we can supply you a wire chart for your own installation, but if you do not feel comfortable installing your own battery, we would be happy to assist you. Please note, however, that there will be a **\$50.00** charge for installation. Applicable taxes and surcharges will also apply.

What Your Backup Can- and Can't- Do for You

The Battery offered by **Viola Communications Inc** are approximately three pounds and roughly the size of a shoe box. Our backup batteries are expected to last at least 8 or 24 hours on standby power. That means the backup battery should give you roughly 6-20 hours of talk time, respectively. Our backup battery is not intended to provide power to any services other than voice service. Our battery back-up systems are made to only power **Viola Communications Inc** equipment during a power outage. Home security systems, medical monitoring devices, routers and other equipment will not run off **Viola Communications Inc** battery back-up system.

Instructions for Proper Care and Use of Your Battery

Please follow the more detailed instructions included with your battery for proper use, storage and care of your battery to ensure that it will function as needed during a power outage. If you do not store your battery correctly, it may shorten its useful life. Environmental factors such as temperature can shorten your battery's useful life. We recommend that you store your battery above 41 degrees F and below 104 degrees F. These batteries are not rechargeable. They will not last forever and should be replaced every 2 to 6 years, or when your device starts to make a loud beeping sound. That sound means that the battery is depleted, and must be replaced. See the instructions above for purchase and replacement options. You should also periodically, as described in the instructions included with your battery, remove and test your battery to verify both the operations of the backup battery and its condition.

Customer Acknowledgement

BY SIGNING BELOW, you acknowledged that you have received information about the limitations of your phone service in the event of a power failure, and have received information about the option to purchase a backup battery to maintain your service's function during a power outage. You understand that without a backup power source, your phone service, including your ability to dial 9-1-1, may not function during a power outage. You also understand that even with a back-up battery, your talk time during a power outage may be limited by multiple factors, including the condition of the battery at the time of the outage.

Customer Signature _____ Date _____

Company Representative _____ Date _____