

VOIP, TELECOMMUNICATIONS & E911 SERVICE SCHEDULE

COMNEXIA Corporation

Service-Specific Schedule

Version 2026.08.14

Intended permanent URL

<https://comnexus.com/service-schedules/voip-telecommunications/>

How this schedule applies. This schedule applies when a Sales Order includes hosted voice, VoIP, SIP trunks, Microsoft Teams Phone, telephone numbers, carrier services or related communications Services and expressly identifies this schedule. Provider-specific terms may also apply.

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1. Communications Services

The Sales Order determines telephone numbers, extensions, calling plans, devices, licenses, SIP services, Teams Phone components, carrier services, features, locations and pricing. Features may be supplied directly by COMNEXIA or through Third-Party Providers.

2. Internet, Power and Network Dependencies

VoIP and cloud communications depend on electrical power, Customer networking, Internet connectivity, DNS, cloud platforms, carriers, devices and other systems that may be outside COMNEXIA's direct control.

Loss of power or connectivity may interrupt calling, including 911 calling. Customer should maintain alternative communications appropriate to its business and life-safety needs.

3. 911 and Emergency Calling

To the extent applicable to the Service and COMNEXIA's role, COMNEXIA and its underlying providers will provide emergency-calling capabilities in accordance with applicable law and provider requirements.

Customer must provide accurate physical service and emergency-location information and promptly notify COMNEXIA before moving a phone, endpoint, user or service to a location that could affect emergency routing or dispatchable-location information.

IMPORTANT 911 NOTICE: VoIP and cloud calling may not operate during a power failure, Internet failure, network outage, account suspension or certain provider outages. A device used from a location different from its registered emergency location may route emergency responders incorrectly. Customer must maintain accurate location information and should keep an alternate means of contacting emergency services.

4. Customer Emergency-Calling Responsibilities

- Do not disable or intentionally circumvent 911 or emergency-calling functionality.
- Keep emergency-location records current for fixed and nomadic users as required by the applicable Service.
- Inform users of material limitations applicable to the deployed calling solution.
- Ensure Customer network, power, switching and endpoint configuration support emergency calling.
- Promptly test or validate emergency-calling configuration when COMNEXIA or the underlying provider instructs Customer to do so, using approved procedures that do not create unnecessary emergency dispatch.

5. Affirmative E911 Acknowledgment

By executing a Sales Order that expressly incorporates this schedule, Customer affirmatively acknowledges that it has received and understands the emergency-calling limitations described in Section 3 and agrees to communicate applicable limitations to its users. COMNEXIA may require an additional provider-specific E911 acknowledgement or electronic attestation.

6. Direct 911 Dialing and On-Site Notification

Customer will not knowingly configure a multi-line telephone system in a manner that defeats direct 911 dialing or legally required emergency-call notification. Customer will reasonably cooperate with COMNEXIA in configuring location and notification features where the purchased system supports them and applicable law requires them.

7. Telephone Numbers and Porting

Number porting depends on incumbent carriers, losing providers, accurate Customer information and regulatory processes. Estimated port dates are not guaranteed until confirmed by the applicable provider.

Customer authorizes COMNEXIA and its carrier partners to submit port requests and related documentation based on information Customer provides. Customer remains responsible for maintaining service with its losing carrier until the port is completed.

8. Fraud and Calling Charges

Customer is responsible for calling charges generated through Customer accounts, devices, credentials or systems except to the extent directly caused by COMNEXIA's breach of an express security obligation.

Customer must promptly report suspected toll fraud, compromised credentials or unusual calling. COMNEXIA may restrict international, premium-rate or abnormal calling when reasonably necessary to limit fraud exposure.

9. Recording and Consent

If Customer enables call recording, transcription, analytics or monitoring, Customer is responsible for determining and satisfying applicable notice, consent, retention and employment-law requirements. COMNEXIA does not provide legal advice concerning recording laws.

10. Equipment

Phones, adapters and other equipment are purchased, leased or COMNEXIA-owned as identified in the Sales Order. Customer must use equipment consistent with provider requirements and maintain reasonable local power and network conditions.

11. Service Levels

No uptime percentage, quality-of-service guarantee or restoration target applies unless expressly stated in the Sales Order or an incorporated SLA. Carrier and cloud-provider service levels do not automatically become independent COMNEXIA guarantees.