

## NGT Phone Systems Disclaimer

### Firewall Disclaimer:

- NGT will provide a platform space with a phone server dedicated to your business.
- This phone server will be available for end user phones to communicate from any internet connection.
- Most organizations employ a firewall at the boundary of their network, which protects their business network from threats on the internet.
- If NGT has autonomy of this firewall, we will quickly streamline connections from end user phones through the firewall and to the phone server. Client networking infrastructure and users home networks are outside the scope of this agreement.
- In many cases, NGT does not have autonomy of the client's firewall.
  - **If this is the case**, NGT would like to establish a rapport, **prior to implementation**, with your IT staff or provider with regards to the firewall and network on which the phones will operate.
  - The IT representative who does have firewall autonomy may need to resolve network traffic filtering or routing issues that may be preventing the availability of the phone system's full feature set. In this case, NGT can provide helpful, but limited information, suggestions, and guidance to assist in the resolution, but **the ultimate responsibility to resolve firewall filtering and routing concerns lies on the IT staff who has autonomy over the client's firewall**. NGT wants to set up all parties to be successful.

### 911 Disclaimer:

- VOIP services can be used anywhere from virtually any internet connected device, such as VOIP enabled handsets, computers, and smartphones, which raises challenges for the emergency services community in determining the location from which a 911 call has originated. Power and internet outages may affect 911 services.
- With many SIP providers, your telephone number and registered address will be automatically provided to the 911 Operator, regardless of your actual location, so you should be prepared to give the 911 Operator your location and phone number information. Your SIP provider will be able to provide more information about their 911 services. **NGT is not responsible for any issues regarding 911 services.**