



E911 SERVICE LOCATION CHANGE FORM

When to Use This Form:

Once a Customer determines an employee ("Mover") will be using his or her unified communications and/or VoIP service at a service location other than his or her primary service location, the information below must be communicated to Cypress Communications at least two (2) business days in advance of the move. Cypress requests a two (2) business day notification to allow sufficient time for applicable databases to be updated. Cypress cannot guarantee that the vendor databases will update in the two (2) day timeframe, but commercially reasonable efforts will be made to update his or her Service Location Registration.

Instructions:

Once the Customer has the required information for the change in service location, please fill out the form below and submit the form via email to voipsupport@cypresscom.net or fax to (404) 442-0061.

E911 service is not available in all areas and is subject to the capabilities of the local Public Safety Answering Point (PSAP). In such circumstances, Cypress Communications will route calls to its Emergency Services vendor to facilitate routing to the appropriate PSAP.

Note: When the Mover is relocating back to his or her primary service location or moving to another service location, the Customer must submit a new E911 Service Location Change Form.

911 Service Location Registration Update/Change:

CUSTOMER ACCOUNT NAME:

ACCOUNT NUMBER (OPTIONAL):

MOVER'S NAME:

MOVER'S EMAIL ADDRESS:

MOVER'S PHONE NUMBER:

Complete United States Postal Service (USPS) Mailing Address of New/Temporary Service Location

NEW STREET:

NEW CITY:

NEW STATE:

NEW ZIP (PLUS FOUR IF KNOWN):

INITIAL DAY WHEN MOVER WILL BE AT NEW/TEMPORARY SERVICE LOCATION:
