

Does Service Electric Phone Service Have E911 Service?

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Yes. Service Electric Phone uses E911 (Enhanced 911), which gives emergency personnel your telephone number and location. So, if you are unable to communicate or the call is disconnected, the operator will still be able to send help.

In order for 911/E911 calls to be properly directed to emergency services, SECV must have Customer's correct service address. If Customer moves the Services to a different address without SECV's approval, 911/E911 calls may be directed to the wrong address, and/or the Services (including 911/E911) may fail altogether. Therefore, Customer must call SECV before moving the Services to a new address. SECV will need several business days to update the service address in the E911 system to enable 911/E911 calls to be properly directed. All changes in service address require SECV's prior approval. The Services use the electrical power in at Customer's property. If there is an electrical power outage, 911 calling may be interrupted if the battery backup in the associated MTA is not installed, fails, or is exhausted after several hours. Customer acknowledges that it has read and understands the attached "Important Information About the Use of Your Service Electric Cablevision, Inc. Digital Telephone Service During a Power Outage" regarding options for obtaining and using backup power for the services. Furthermore, calls, including calls to 911/E911, may not complete if there is a problem with network facilities, including network congestion, network/equipment/power failure, or another technical problem. Please feel free to contact us at 1-877-955-SECV if you are uncertain about your 911 status.
