

## Important Information Regarding E9-1-1 Service With CBTS VoIP Service

As a subscriber to a VoIP service provided by CBTS Technology Solutions LLC (the "Service") you are hereby informed of and acknowledge the limitation of emergency response E9-1-1 service with VoIP Service (individually and as authorized representative of Customer on behalf of Customer's end-users, "You"). The Service is a fixed VoIP service, which means that you can only place calls from the location where the Service is provided (that is, only at the business address on file with CBTS).

### A. Action Required Now

Federal Communications Commission rules require that we obtain and keep a record on file showing that you have received and understood this E9-1-1 Service Disclosure. Please **IMMEDIATELY** review the following information and **SIGN** this Acknowledgement. Your Service will not be activated until we receive your signed acknowledgement.

### B. 9-1-1 / E9-1-1 Service Definitions

"9-1-1 service" means functionality that allows you to contact emergency services, including, without limitation, police, fire and hospital medical services. There are two different types of 9-1-1 services available from providers of traditional wireline telephony services: basic and enhanced 9-1-1.

"Basic 9-1-1 Service" means the ability to route an emergency call to the designated entity authorized to receive such calls serving the Subscriber's registered or user-provided address. With basic 9-1-1, the emergency operator answering the phone will not have access to the caller's telephone number or address information unless the caller provides such information verbally during the emergency call.

"Enhanced 9-1-1 or E9-1-1" means the ability to route an emergency call to the designated entity authorized to receive such calls, which in many cases is a Public Safety Answering Point ("PSAP), serving the Subscriber's registered or user-provided address and to deliver the Subscriber's telephone number and registered address information automatically to the emergency operator answering the call.

### C. 9-1-1 Service Limitations

The Service supports E9-1-1 Services where the PSAP is E9-1-1-capable and utilizing the wireline E9-1-1 network to complete calls to an emergency service dispatcher. **9-1-1 Service is not guaranteed at all locations.** It may be the case that 9-1-1/E9-1-1 service is not available at your location. **IT IS YOUR RESPONSIBILITY TO CONFIRM AVAILABILITY AT YOUR LOCATION.** In addition, there are important differences in the way 9-1-1 service operates with a VoIP phone when compared with traditional telephone service.

- 1) *Understand differences between traditional 9-1-1 service and Service E9-1-1.* With traditional phone services, a 9-1-1 call is sent directly to the nearest emergency response center. With Service the 9-1-1 call may be forwarded to a national 9-1-1 emergency center that automatically or manually routes the call to the local emergency response center which may result in delayed response time.
- 2) *Verify your location since Service phones can be moved between locations.* For technical reasons, the emergency operator may not have correct name, location or contact information available, so you should immediately inform the emergency operator of the present location and contact particulars any time you call 9-1-1. Do not risk sending police or ambulance services to the wrong location.
- 3) *Be prepared during any service interruption or power outage.* Service depends not only on continued subscription (and payment) for the service, but also on Internet connectivity and power to function. In the event of power, network, or Internet outages (including congestion), or if your Service is disconnected or suspended due to non-payment, you may experience a failure, disruption, or delay in your 9-1-1 service. We recommend that you keep an alternative phone service (such as a cellular telephone) handy to increase the reliability of your access to emergency services during any service interruption.
- 4) *Do not disconnect.* Until you are told to do so by an emergency dispatcher, do not disconnect a 9-1-1 call. If inadvertently disconnected, call back immediately.
- 5) *Keep the service address up to date.* CBTS will attempt to provide the emergency operator with your service address, so please ensure that the latest information is on file and always accurate. If you do not do this (for example, if you are unable to speak during a 9-1-1 call), the emergency operator may assume that you are calling from the last registered address.
  - a) **IMPORTANT** - Before members of your organization use Service(s) from a new (i.e., different) location, they **MUST** update their location information by contacting our Customer Service

Center at 1-877-290-2777 (select Voice Over IP option) to provide us with their new location. Customer may also update physical address information by emailing [customersupport@cinbell.com](mailto:customersupport@cinbell.com) with subject "CBTS VoIP physical location change". You understand and agree that there may be a delay of up to ten (10) days in making the new registered location available to properly route 9-1-1 calls and should advise emergency personnel of your newly registered location during that time.

- 6) *Verify 9-1-1/E9-1-1 service availability at your location.* Our Service will require a connectivity medium other than Internet. If you change locations (for example, using a device that is mobile such as a laptop with a softphone), 9-1-1/E9-1-1 service may not be available at the new location. **IT IS YOUR RESPONSIBILITY TO CONFIRM 9-1-1 / E9-1-1 AVAILABILITY AT YOUR LOCATION.**
- 7) *Inform other users.* You **MUST** notify members your organization and other potential users of the Service of the nature and limitations of 9-1-1 emergency calls. You **MUST** ensure that all Service users receive labels warning that "E9-1-1 Service May be Limited or Not Available." The labels are available to you for download at: <https://www.cbts.com> and must be affixed to each phone or placed near each phone.

#### D. Limitations of liability

CBTS' terms of service limit and disclaim liability related to VoIP 9-1-1 service, so please read the following carefully:

In addition to the Limitations of Liability set forth in Section 12 of CBTS' US MSPA and any limitations of liability contained in applicable laws, CBTS Technology Solutions LLC and its affiliates and service providers ("CBTS") will not be responsible or liable for any damages, costs, claims, losses, expenses, or other relief (including, without limitation, any indirect, special, consequential, incidental, economic or punitive damages) that arise from, or are due to, any omissions, interruptions, delays, errors, misrouting or defects in transmission of any 9-1-1 emergency call that is made using CBTS VoIP services or any errors or defects in performance. CBTS disclaims all responsibility for the conduct of Public Safety Answering Points ("PSAPs") and all other third parties involved in the provision of emergency response services. CBTS does not have any control over PSAPs and is therefore not responsible for whether they answer 9-1-1 calls made using the IP voice services, how quickly they answer these calls, or how they handle these calls. CBTS relies on third parties to assist in the provision of 9-1-1 services, and disclaims any and all liability for acts or omissions by third parties in the provision of 9-1-1 services. Neither the officers nor employees of CBTS Technology Solutions LLC nor of its affiliates or service providers may be held liable for any claim, damage, or loss (including, without limitation, attorneys' fees) by, or on behalf of, Customer or any third-party user of CBTS' 9-1-1 dialing capability.

For more information about our VoIP 9-1-1 service, please visit <https://www.cbts.com/communications/>

#### E. Acknowledgment

By signing this form, Customer affirmatively acknowledges that: (1) this notification has been read and understood; and (2) Customer has informed all users so they understand how to contact emergency services by dialing 9-1-1 and understand the limitations of VoIP 9-1-1 service compared to traditional telephone 9-1-1 service.

**[•Customer]**

Signature of Authorized Representative:
Printed Name:
Title:
Date: