



IMPORTANT E911 DISCLOSURE ADDENDUM FOR VOIP CUSTOMERS

The Federal Communications Commission ("FCC") requires each interconnected Voice Over Internet Protocol ("VOIP") service provider, including Vision CTS, L.L.C. ("VCTS"), to inform its customers of any circumstances under which E911 service might not be available through the VOIP service or may be in some way limited by comparison to traditional E911 service through the traditional telephone service. A copy of this FCC order is available at <http://www.fcc.gov/cgb/voip911order.pdf>. You should carefully read this E911 Disclosure Addendum and understand how these differences affect your ability to access E911 services. If you have any questions or concerns about the information contained in this notice, or if you do not understand anything discussed in this notice, please contact our Customer Service representatives at 1.877.596.2534 during normal business hours.

The FCC's E911 VOIP rule also requires VCTS to obtain and keep a record on file showing that the VCTS's customers have affirmatively acknowledged that they have received a copy of this disclosure and that they understand it. Finally, VCTS is providing its customers warning label stickers instructing them to place those stickers on the telephone handsets or near them to warn users that E911 service may be limited or not available using the VOIP equipment.

By signing this Addendum, you are affirmatively acknowledging that (1) you have read and understood this E911 Disclosure Addendum, (2) you understand that you may not be able to contact emergency services by dialing 9-1-1 using VOIP Services, (3) that you have received the warning stickers and will affix them to your VOIP equipment, and (4) you understand that you must inform users of VOIP Services that they may not be able to contact emergency services by dialing 9-1-1 using VOIP Services.

- 1. VOIP SERVICES MAY NOT OPERATE DURING A POWER OUTAGE.** In the event of a power outage or the loss of battery power if back-up battery power is available, the VOIP equipment cannot operate and, therefore, will be unable to make a call to the E911 service. Once power service is restored, you may be required to reset or reconfigure your equipment before you will be able to use VOIP Services to contact E911 services. You are responsible for providing an uninterruptable backup power supply if you wish to ensure continued operation of electrical equipment in the event of a power outage.
- 2. VOIP SERVICES WILL NOT OPEATE IF YOUR INTERNET CONNECTION IS DISTRUPTED OR YOUR VOIP SERVICES HAVE BEEN SUSPENDED FOR ANY REASON, INCLUDING, FOR EXAMPLE, NON-PAYMENT.** Once your internet connection and VOIP Services have been restored, you may be required to reset or reconfigure your equipment before you will be able to use your VOIP services to contact E911 services.
- 3. YOU MUST PROVIDE VCTS WITH YOUR CORRECT SERVICE ADDRESS OR YOUR VOIP 911 CALLS MAY BE ROUTED TO EMERGENCY PERSONNEL WHO WILL NOT BE ABLE TO ASSIST YOU.** If you notice that the service address information identified in your contract or bill is inaccurate, you can and should make corrections by calling our Customer Service representatives at 1.877.596.2534 during normal business hours.

4. **VOIP SERVICES' E911 CALLS MAY NOT COMPLETE OR MAY BE ROUTED TO EMERGENCY PERSONNEL WHO WILL NOT BE ABLE TO ASSIST YOU IF YOU DISABLE, DAMAGE, OR MOVE THE VOIP PHONE HANDSET TO A LOCATION OTHER THAN THE SERVICE ADDRESS YOU PROVIDED TO VCTS WHEN SERVICE WAS INITIATED.** If you wish to move to a new service address or report damage to your equipment, please call Customer Service at 1.877.596.2534 during normal business hours.

5. **VOIP SERVICES' E911 CALLS MAY BE DELAYED OR DROPPED DUE TO NETWORK ARCHITECTURE.** Due to network congestion or problems, calls to E911 services made using VOIP Services may be dropped, in which case you will not be connected to emergency services, or your E911 calls may take longer to connect than E911 calls made using traditional telephone service.

YOU SHOULD MAINTAIN AN ALTERNATE MEANS OF CONTACTING E911 SERVICES AND YOU MUST INFORM YOUR VOIP SERVICES USERS OF THESE ALTERNATE MEANS. You have been provided warning stickers. Please place the stickers on or near the equipment you use to access your VOIP Services to alert users of alternate means of contacting E911 in the event of an emergency. You should provide direct local numbers for police, fire, and medical emergencies next to each handset.

By signing this addendum, the signatory below represent that it agrees to and understands the terms and conditions of this Addendum. Further, the signatory below represents that it is authorized to approve and accept the responsibility for the terms and conditions herein.

Company Name

Authorized Signature

Print Name

Title

Date