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## **EMERGENCY SERVICES – NOTICE OF 911 AND E911 SERVICE LIMITATIONS**

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We are required by Federal law to obtain your affirmative acknowledgement that you have read and understand the limitations detailed below concerning DCT Telecom Group, Inc.'s (hereinafter "DCT") provision of emergency calling services. DCT's limited emergency services differ from traditional emergency services that you receive from the telephone company in several important ways described below. We recommend that you inform all employees, visitors, and other third parties who may be present where the DCT Services will be used of these limitations.

1. UNDER CERTAIN CIRCUMSTANCES, EMERGENCY DIALING SERVICE MAY NOT BE AVAILABLE TO CUSTOMER. FOR EXAMPLE, IF CUSTOMER'S INTERNET CONNECTION IS NOT FUNCTIONING, IF THERE IS AN ELECTRICAL POWER OUTAGE, OR IF CUSTOMER'S INTERNET SERVICE OR VOIP SERVICE IS DISCONNECTED FOR ANY REASON WHATSOEVER, INCLUDING DISCONNECTION OR AN OUTAGE RESULTING FROM FAILURE TO PAY FOR SERVICES, CUSTOMER WILL NOT BE ABLE TO PLACE ANY CALLS INCLUDING EMERGENCY 911 CALLS.
2. YOUR EMERGENCY DIALING SERVICE MAY NOT FUNCTION OR MAY NOT DELIVER EMERGENCY CALLS IN A TIMELY MANNER IF THERE IS NETWORK CONGESTION OR ANY OTHER SLOW DOWN ASSOCIATED WITH YOUR INTERNET CONNECTION.
3. Customer shall be solely and exclusively responsible to notify DCT in writing immediately upon any address change with respect to any user or Handset from the address provided by Customer as the primary Location. Customer acknowledges and agrees that DCT will rely upon Customer's provision of address information with respect to user or Handset Location in registering with the DATABASES ON WHICH EMERGENCY CALL TAKERS RELY and that any failure on the part of Customer to provide updated information immediately upon a change to such information could have significant consequences for Customer and/or its users.
4. IF CUSTOMER PROVIDES AN INCORRECT ADDRESS FOR THE DELIVERY OF EMERGENCY SERVICES OR MOVES THE DEVICE(S) ASSOCIATED WITH THE SERVICE AND/OR DOES NOT PROVIDE DCT WITH UPDATED ADDRESS INFORMATION, THE 911 CALL WILL BE ROUTED, IF AT ALL, TO THE INCORRECT PSAP AND THE EMERGENCY CALL TAKER WILL RECEIVE INCORRECT ADDRESS INFORMATION, TO THE EXTENT THE CALL TAKER RECEIVES SUCH INFORMATION AT ALL. MOREOVER, THE EMERGENCY CALL TAKER MAY NOT BE CAPABLE OF ROUTING THE EMERGENCY CALL TO THE APPROPRIATE PSAP. Customer further recognizes that it may take up to five (5) business days for newly provided location information to be populated in the relevant databases such that during this five (5) day business period emergency call operators may receive inaccurate location information.
5. IN THE EVENT THAT YOU DO NOT NOTIFY DCT IN WRITING OF AN ADDRESS CHANGE WITH RESPECT TO A USER OR HANDSET, AND YOU ARE USING AN OUT OF RATE CENTER TELEPHONE NUMBER, Emergency service personnel cannot AUTOMATICALLY track your location through our system and it is therefore important that you keep your location registration updated. For example, if you live and use your DCT phone in Cleveland, Ohio from the 216/440 area codes, but your assigned DCT telephone number has an area code of 212, a number usually for New York City, when you dial 911, you may not be able to reach any emergency personnel. Even if you do reach emergency personnel, you will not be calling the emergency personnel near your actual location (the Cleveland caller may be calling emergency services located in New York) and the emergency personnel may not be able to transfer your call or respond to your emergency.
6. Under certain circumstances – high volume usage, network maintenance or other situations that lead to emergency call failures, DCT's emergency services may be routed to a general or administrative number OF THE EMERGENCY CALL TAKER or a local emergency service provider and will not necessarily be routed to a trained dispatcher. In addition, services may not be available on a 24 hour basis, you may experience a busy signal, or you may not be able to reach any emergency services personnel at all.
7. Under certain circumstances – high volume usage, network maintenance or other situations that lead to emergency call failures – DCT's emergency services may be routed to a national call center. While this call center is staffed 24 hours a day, 7 days a week, 365 days a year with trained emergency call takers, the call taker may not be able to transfer your call to the appropriate local emergency call taker location delaying the dispatch and receipt of emergency services. Under certain circumstances, emergency call takers in the national call center may not have access to your telephone number and location information requiring you to provide such information. If the call is dropped or lost for any reason, the emergency call taker may not be able to call you back or dispatch assistance.
8. Customer agrees to alert all employees, contractors, guests and other third parties of ALL these limitations and customer agrees to maintain an alternative means to access E911 services.
9. CUSTOMER ACKNOWLEDGES AND AGREES THAT EMERGENCY DIALING MAY NOT WORK WITH A SOFT CLIENT (a/k/a "soft phone").



10. CUSTOMER ACKNOWLEDGES AND AGREES THAT on an “extension-only phone” or a “shared call appearance-only phone”, the emergency services personnel responding to a 911 call may see the physical address of the main location of the account that the “extension-only phone” or “shared call appearance-only phone” is associated with. Customer may need to maintain an alternative means for accessing 911 in areas where an “extension-only phone” or a “shared call appearance-only phone” is in use.

I have read and understand the above information regarding the limitations on the 911 and E911 emergency services available through the DCT Service. I certify that I am authorized by my Company to sign and approve this disclosure.

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| Agreed To and Accepted:       |               |
| <b>Customer Name:</b>         |               |
| <b>Customer Address:</b>      |               |
| <b>Customer Contact Name:</b> | <b>Title:</b> |
| <b>Customer Signature:</b>    | <b>Date:</b>  |