

EMERGENCY 911 CALLING INFORMATION

This document provides important information about emergency 911 calling using the Service of Company. **This document also describes the steps that you, as a customer of this service ("You"), should take to ensure Your safety and the safety of Your employees and visitors.**

Capitalized terms used in this document but not otherwise defined have their respective meanings set forth in the Master Service Agreement between You and Company. Note that this document is incorporated into the terms of Your Master Service Agreement and creates a legally binding obligation on You.

Emergency 911 Services (including Enhanced 911 or "E911") provided by Company differ from the emergency calling services provided by a traditional telephone company. These differences may have an adverse impact upon the ability or timeliness of 911 responders to respond to or assist You or others in the event of an emergency.

1. Registering Your Location

As part of the process of purchasing the Services, You provide us with the street address, city, and state where You will be using the Services. For the purposes of 911, and to ensure the safety of You, Your employees, and Your visitors, You must register with Company the physical location where each user will utilize the Service with each business number. **Please note that it is Your responsibility to confirm the accuracy of Your Service Address upon initial registration, and upon any further changes, additions, or transfers of phone numbers.** You can do this by using Your account. In addition, it is Your obligation to require each user to provide Company with their specific location within Your premises in the event of an emergency. It is Your responsibility to inform each user that when the user moves the device to another location, the user must inform You, and in turn, it is Your obligation to update Your registered address. It is Your responsibility to update Company promptly when You or any user changes the physical location to which service is provided. If You (or Your users) do not update location information, Your 911 calls may be directed to an emergency center near Your old address (instead of the new location), which may result in 911 responders being delayed in responding, or unable to respond, to the reported emergency. You may register only one 911 location at a time. To be clear, You must re-register the Service Address with Company each time the Service Address changes. Please note that this is standard and customary practice for any Internet-based voice service, and it is designed to keep You, Your employees, and Your visitors safe in case of an emergency.

2. Service Limitations

911 service will not function (i) in the event of an Internet or power outage; (ii) if your broadband is terminated or you account is suspended or terminated by the Company; (iii), with respect to only the Mobile Application, if you do not have mobile service, as the Mobile Application cannot send emergency calls over Wi-Fi access. You will not be able to complete a 911 call if you move to a physical location outside the United States or Canada.

You should advise all of Your employees, invitees, guests, visitors, and every other person who visits Your facility and/or who may make calls using the service of the limitations described above. If You are uncomfortable with any of these limitations You should use an alternate means of reaching 911.

3. How it works

Except as provided below for Canada, US customers have access to either basic 911 or E911 service depending on their service location:

- If You are a customer located in an area where the applicable emergency center offers E911 service, then, when You dial 911, Your telephone number and registered address are sent by Company to the emergency center, where public safety dispatchers have access to this information in order to send help and call You back if necessary.
- However, if You are a customer located in an area where the applicable emergency center only offers basic 911 service, then, when You dial 911, the emergency center is not equipped to automatically receive Your telephone number and address, and public safety dispatchers answering the call may not be able to access Your telephone number and/or registered address. Therefore, in this situation, You must be prepared to supply this information on the call. Until You supply the public safety dispatchers with Your phone number

and address, the dispatcher may not be able to send help, and they may not be able to call You back if the call is disconnected or dropped.

If You are calling from a Canadian phone number, when You dial 911, You will only have access to basic 911 service. Your call will first be routed to an emergency services operator. You will need to verbally provide Your location to the operator. After the operator verbally determines Your location, the operator will transfer the call to the appropriate Public Safety Answering Point (PSAP). Therefore, in this situation, You must be prepared to supply Your telephone number and/or registered address on the call. Until You supply this information to the operator, the operator may not be able to send help and may not be able to call You back if the call is disconnected or dropped.

4. Use of Mobile Applications

Calls to 911 placed through the Mobile Application on a smartphone are automatically routed to the native dialer on the smartphone, and the call will be handled by your wireless service provider if wireless service is available. If your wireless service is unavailable, the 911 call cannot be placed. The Mobile Application cannot place emergency calls over Wi-Fi access.