

911 Information (Effective May 5th, 2008)

Your safety is important to Premium Choice Broadband (“PCB”) and we want you to be aware of certain differences between traditional 911 service and the way 911 service works with internet phone service provided by PCB (the “IPS”). PCB does everything within its power to offer our IPS customers reliable access to 911 services in case of emergency. However, for your safety you must understand the difference between traditional 911 service and the availability of 911 service using the IPS, as with any voiceover internet protocol network.

Traditional 911 Service

With traditional 911 phone service, the caller is connected directly to a local dispatcher at a local “Public Safety Answering Point” (PSAP) . Some service operators can offer the Enhanced 911 (“E911”) service, which enables the dispatcher to identify the incoming telephone number and the caller’s location automatically.

PCB’s 911 Service and E911 Capability

To ensure that a 911 dispatcher can identify your address in the event you make a 911 call through IPS, you are required to register the service location address prior to activation of IPS. PCB will provide the information to our partner, VoIPnet technologies, which provides phone service to PCB customers. When you dial 911, the address you provide will be used to determine the appropriate emergency response center, and your 911 calls will be sent to that center. In order for this integration with 911 service to work, you must register your address with PCB and notify us of any changes to your address. PCB will forward all such information to VoIPnet technologies. You must be aware of all limitations of 911 and E911 service through IPS, and should notify all members of your household and other users of your IPS of the limitations so they are prepared in the event of an emergency.

Important Differences Between Traditional 911 Services and PCB’s 911 Service:

- ***Registration of Address:*** You are required to register your service location address at time you order IPS. If PCB is unable to validate your address, you will not be able to receive IPS. You will be required to acknowledge the limitations of 911 and E911 services through IPS prior to activation of IPS. If PCB is unable to provide 911 or E911 service to the location you register with us, you will not be able to receive IPS.
- ***Change of Address:*** In order to ensure that PCB has accurate information in the event you make a 911 call, you must notify PCB if you move your device to a location other than the one you initially registered with us. You are advised that it may take 3-5 business days to complete an update of your information. **YOU ARE ADVISED TO**

HAVE AN ALTERNATIVE MEANS OF ACCESSING TRADITIONAL PHONE 911 SERVICES AT ALL TIMES. Again, if PCB cannot provide 911 or E911 service to the new location, your IPS will be disconnected or discontinued. PCB will notify you when your 911 information has been updated.

- ***Service Outages or Interruptions:*** IPS requires a constant power source, just like a cordless phone, and a high-speed Internet connection to function. You will therefore be unable to make any 911 calls through IPS in the event of an electrical power outage. In addition to power outages, your 911 and E911 service will be disrupted if your IPS is disconnected for nonpayment or any other reason. BECAUSE OF THESE LIMITATIONS, PCB HIGHLY RECOMMENDS THAT YOU ALWAYS HAVE ALTERNATIVE MEANS OF ACCESSING TRADITIONAL PHONE 911 SERVICES.
- ***Other Limitations:*** In addition to the limitations set forth above, IPS is also subject to all limitations of traditional 911 and E911 service, including without limitation busy signals. As with use of traditional phone 911 or E911 service, you should remain on the line with the dispatcher until he or she advises you to hang up.