



**Connect2First Internet, LLC
911 DISCLAIMER**

PLEASE READ THIS INFORMATION REGARDING 911 VERY CAREFULLY. BY ACTIVATING AND PAYING FOR THE SERVICE, YOU ACKNOWLEDGE AND AGREE TO THE LIMITATIONS OF CONNECT2FIRST INTERNET, LLC (“CONNECT2FIRST”) EMERGENCY DIALING SERVICE AND UNDERSTAND THE DISTINCTIONS BETWEEN SUCH SERVICE AND TRADITIONAL 911 OR E911 CALLS.

- **911 SERVICE DOES NOT WORK IF YOU FAIL TO REGISTER OR UPDATE THE 911 SERVICE WITH YOUR CURRENT LOCATION.**
- **911 SERVICE WILL NOT WORK IF THERE IS AN ELECTRICAL OR INTERNET SERVICE OUTAGE DUE TO ANY CAUSE.**
- **911 SERVICE WILL NOT WORK IF DEVICE HAS BEEN IMPROPERLY INSTALLED OR FAILS TO FUNCTION DUE TO SOFTWARE OR HARDWARE FAILURES.**
- **911 SERVICE WILL NOT WORK IF YOUR SERVICE HAS BEEN CANCELLED BY YOU OR TERMINATED BY CONNECT2FIRST.**
- **911 SERVICE WILL NOT WORK IF YOU ATTEMPT TO CALL 911 FROM A DIFFERENT LOCATION THAN THE ONE YOU HAVE REGISTERED.**
- **DUE TO TECHNICAL DIFFICULTIES OR NETWORK CONGESTION, YOUR 911 SERVICE MAY EXPERIENCE A BUSY SIGNAL OR ABNORMAL WAIT TIMES.**

Connect2First voice customers have access to basic 911 or Enhanced 911 (E911) service. Enhanced 911 (E911) service is available for all customers who register a valid E911 service address.

With E911 service, when you dial 911, your telephone number and registered address is simultaneously sent to the local emergency center assigned to your location, and emergency operators have access to the information they need to send help and call you back if necessary.

If you live in a location where the emergency center is not equipped to receive your telephone number and address, you have basic 911. With basic 911, the local emergency operator answering the call will not have your call back number or your exact location, so you must be prepared to give them this information. Until you give the operator your phone number and location, he/she may not be able to call you back or dispatch help if the call is not completed or is not forwarded, is dropped or disconnected, or if you are unable to speak.

As additional local emergency centers become capable of receiving our customers' telephone number and address information, customers will need to register a valid E911 service address

to upgrade the service to E911. Connect2First will not inform you that new local emergency centers have been added. If your address is not covered by E911 service, Connect2First advises you to attempt to register your address periodically to determine if a new local emergency center has been added to your area.

Certain customers may not have access to either basic 911 or E911 because there are no local emergency centers in their area, or they did not register for an E911 service address. If you do not have access to basic 911 or E911, your 911 call will be sent to the national emergency call center. A trained agent at the emergency call center will ask for the name, telephone number and location of the customer calling 911, and then contact the local emergency center for such customer in order to send help.

Emergency personnel do not receive your phone number or physical location when your 911 call is routed to a national emergency call center. Therefore, you must be prepared to give the operator your phone number and location and any other information that the operator might request. You authorize the national emergency call center to disclose your name and address to the third party or parties involved with providing emergency services to you, including, without limitation, call routers, call centers and local emergency centers.

Notify All Users. You, the Customer, are responsible for informing any household residents, guests and other third persons who may be present at the physical location where you utilize the 911 service of the important differences in and limitations of 911 service as compared with traditional 911 land line or cell phone service.

Registration of Physical Location Required. For each primary phone number that you use for the Voice Service, you must register with Connect2First the physical location where you will be using the Voice Service with that phone number. When you move the Voice Service to another location, you must register your new location. If you do not register your new location, any 911 calls you make using the 911 service may be sent to an emergency center near your old address. You must register your initial location of use when you subscribe to the Voice Service.

Thereafter, you may register a new location by following the instructions from the "911" registration link in your Connect2First online account or by calling 1-833-411-2234. For purposes of the 911 service, you may only register one location at a time for each primary phone line you use with the Voice Service.

When you register a new location, there may be a delay in making the new registered location available to route 911 calls and in advising the appropriate emergency call taker of the new registered location.

Limitation of Liability. By using this service, I agree to waive all claims and causes of action arising out of an inability to dial 911 or any emergency telephone number or access an emergency service operator or emergency service.

_____ (Customer)

_____ (Date)