



INTERCONNECTED VOIP 911 ADVISEMENT

PLEASE READ THIS INFORMATION REGARDING INTERCONNECTED VOIP 911 SERVICES VERY CAREFULLY. BY ACTIVATING AND PAYING FOR INTERCONNECTED VOIP TELEPHONE SERVICES FROM FORT COLLINS CONNEXION (“SERVICE”), YOU ACKNOWLEDGE AND AGREE TO THE LIMITATIONS OF FORT COLLINS CONNEXION 911 EMERGENCY DIALING SERVICE AND AFFIRM YOU UNDERSTAND THE DISTINCTIONS BETWEEN SUCH SERVICE AND TRADITIONAL BASIC 911 or E911 SERVICES, AS FURTHER SET FORTH BELOW.

- **INTERCONNECTED VOIP 911 SERVICE DOES NOT WORK IF YOU FAIL TO REGISTER OR UPDATE THE 911 SERVICE WITH YOUR CURRENT LOCATION**
- **INTERCONNECTED VOIP 911 SERVICE WILL NOT WORK IF THERE IS AN ELECTRICAL OR INTERNET SERVICE OUTAGE DUE TO ANY CAUSE**
- **INTERCONNECTED VOIP 911 SERVICE WILL NOT WORK IF YOUR SERVICE HAS BEEN CANCELLED BY YOU OR TERMINATED BY FORT COLLINS CONNEXION**
- **AS A CONDITION OF RECEIVING THE SERVICE, YOU AGREE TO RELEASE AND INDEMNIFY FORT COLLINS CONNEXION FOR ANY FAILURE IN THE INTERCONNECTED VOIP 911 SERVICE**

Most Fort Collins Connexion (Connexion) Interconnected “Voice over Internet Protocol” telephone service (VOIP) customers in the City of Fort Collins, CO have access to basic 911 or Enhanced 911 (E911) service. Enhanced 911 (E911) service is available for all U.S. customers who register at and maintain a valid E911 service address.

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

If you live in locations where the assigned 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 to your location 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 Interconnected VOIP customers' telephone number and address information, customers will need to register a valid E911 service address to upgrade their basic 911 service to E911. Connexion will not inform you that new local emergency centers have been added. If your address is not covered by E911 service, Connexion advises you to periodically attempt to register your address with the E911 service to determine if a new local emergency center has been added to your area.

Certain Interconnected VOIP 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 a valid 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 national emergency call center will ask for the name, telephone number and location of the customer calling 911, and then contact the appropriate 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 through 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 local emergency services to you, including, without limitation, call routers, call centers and local emergency centers.

Duty to Notify All Users

Customers are responsible for informing any household residents, guests and third parties who may be present at the physical location where you utilize the Service of the important differences in and limitations of Interconnected VOIP 911 service as compared with traditional 911 land line or cell phone service.

Documentation that accompanies equipment you may purchase or lease through Connexion will include a sticker concerning the potential non-availability of basic 911 or E911 (the "911 Sticker"). If you don't purchase or lease equipment from Connexion, we will send you one or more 911 Stickers. It is your responsibility to place the 911 Sticker as near as possible to each phone ("Device") that you use with the Service. If you did not receive a 911 Sticker with your Equipment, or you require additional 911 Stickers, please contact our customer care department at 970-212-2900 for more stickers at no additional cost.

Registration of Physical Location Required

For each primary phone number you use for the Service, you must register with Connexion the initial physical location where you will be using the Service with that phone number. When you move the Device to another location, you must register your new location. If you do not register your new location, any 911 calls you make using Interconnected VOIP 911 may be sent to an emergency center near your old address.

You may register a new location by following instructions from the "911" registration link in your Fort Collins Connexion Account Portal. For purposes of Interconnected VOIP 911, you may only register one location at a time for each primary phone line you use with the Service.

Re-Registration Required if You Change Your Number or Add or Port New Numbers

Interconnected VOIP 911 does not function if you change your phone number or if you add or port new phone numbers to your account, unless and until you register your location of use for each changed, newly added or newly ported phone number and receive confirmation from Connexion.

Service Outages

By using the Service, you affirm that you acknowledge and understand the Service and Interconnected VOIP 911 does not function in the event of power failure. Should there be an interruption in the power supply, the Service and 911 service will not function until power is restored. A power failure or disruption may require you to reset or reconfigure the Device and other customer-owned equipment (e.g., router) prior to using the Service and Interconnected VOIP 911. You also acknowledge and understand that the Service and 911 service requires a fully functional connection to the Internet (which is not provided by Fort Collins Connexion) and,

accordingly, in the event of an outage of, or termination of broadband service with or by Connexion or your Internet service provider ("ISP") and/or broadband provider, the Service and 911 service will not function. If there is an interruption in the power supply and/or an ISP/broadband outage, the Service and 911 service will not function until the power supply is restored and/or the ISP/broadband outage fixed. You acknowledge that Connexion is not responsible for any service outage related to loss of electrical power, connectivity, suspension or termination by your broadband or Internet service provider, the blocking of ports by your broadband or Internet service provider, suspension or termination of your Connexion Services/Account or any failures resulting from local or national disasters.

Disclaimer of Liability and Indemnification.

By using the Service, you knowingly release all claims against the City of Fort Collins and Fort Collins Connexion, and acknowledge and understand that Connexion and its suppliers will not be liable for any Service outage and/or inability to dial 911 using the Service or to access emergency service personnel due to the characteristics and limitation of the Service as set forth in this document. You agree to defend, indemnify, and hold harmless the City of Fort Collins, Fort Collins Connexion and its suppliers, its officers, directors, employees, affiliates, and agents and any other service provider who furnishes services to you in connection with the Service, from any and all claims, losses, damages, fines, penalties, costs, and expenses (including, without limitation, reasonable attorney fees) by, or on behalf of, you or any third party user of the Service relating to the failure or outage of the Service, including those related to the Interconnected VOIP 911 service.

In addition, you acknowledge and understand Connexion and its suppliers do not control whether, or the manner in which, calls using the 911 service are answered or addressed by any local emergency response center. Connexion and its suppliers disclaim all responsibility for the conduct of local emergency response centers and the national emergency calling center. Connexion and its suppliers rely on third parties to assist in routing 911 calls to local emergency response centers and to a national emergency calling center. Connexion and its suppliers disclaim any and all liability or responsibility in the event such third party data used to route calls is incorrect or yields an erroneous result. Neither Connexion and its suppliers, nor its officers, directors, employees, affiliates, and agents and any other service provider who furnishes services to you in connection with the Service may be held liable for any claim, damage, or loss, and you hereby waive any and all such claims or causes of action, arising from or relating to the 911 service. You shall defend, indemnify, and hold harmless the City of Fort Collins, Connexion and its suppliers, its officers, directors, employees, affiliates and agents and any other service provider who furnishes services to you in connection the Service, from any and all claims, losses, damages, fines, penalties, costs and expenses (including, without limitation, attorneys fees) by, or on behalf of, you or any third party relating to the absence, failure or outage of the Service, including 911 service, incorrectly routed 911 calls, and/or the inability of any user of the Service to be able to use 911 service or access emergency service personnel.

Furthermore, you acknowledge Connexion and its suppliers do not offer Lifeline service, and that if you are not comfortable with the limitations of the Interconnected VOIP 911 service, Connexion and its suppliers strongly recommend that you always have an alternative means of accessing emergency service.

Signature: _____ Date: _____

Printed: _____