

Customer Acknowledgement – for Hosted PBX Concerning Business Voice Over Internet Protocol (VoIP) and 911 Services

Customer acknowledges and accepts that there are circumstances under which 911 or enhanced 911 (E911) service may not be available through interconnected VoIP service or may be in some way limited in comparison to access to 911 or E911 through traditional telephone voice services. Such circumstances include, but are not limited to, relocation of the Customer's IP-compatible CPE (customer premise equipment), use by the Customer of a non-native telephone number, broadband connection failure, loss of electrical power, and delays that may occur in making a dispatchable location available in or through the Public Safety Answering Point's automated location information (ALI) database.

Regarding Hosted PBX VoIP Service and 911 or E911 services access, Customer understands that 911 or E911 will work only if Customer has, for each telephone number using the installed PBX Equipment, registered with Beresford Municipal Telephone Company (BeresfordTel) the physical addresses where the PBX Equipment or any calling devices using the PBX VoIP service are located. If at any time the installed Equipment is moved to a new address location or any phones or other calling devices connected to the VoIP are used at an address different than the registered address location, it may result in emergency response services being dispatched through a 911 call to the wrong location. It is the Customer's responsibility to provide and update as needed with BeresfordTel the valid physical address of the installed VoIP equipment and any other physical address locations associated with phones or other calling devices connected to and using the PBX VoIP services.

Customer also understands that 911 and E911 service calling through the installed PBX Hosted VoIP Service is dependent on continued operation of Customer's separately subscribed to broadband connectivity service. It is understood by Customer that access to 911 and E911 through the installed Hosted PBX VoIP Service may be unavailable or limited in certain circumstances, including instances where an electrical power outage affecting broadband internet service to the service location; if the broadband internet connection is disrupted due to network congestion or is disconnected for nonpayment.

Customer acknowledges and accepts that there are circumstances under which 911 or E911 service may not be available through interconnected VoIP service or may be in some way be limited in comparison to access to 911 or E911 through traditional telephone voice services. Customer further acknowledges that it has received and understands this advisory notice pertaining to UMTC's interconnected VoIP services.

Customer also understands that they are responsible for placing either a copy of this advisory notice or a separate printout or label containing these same terms on or near the

equipment used in conjunction with their interconnected VoIP service. Copies of this advisory document or separate printouts or labels may be requested from BeresfordTel.

Please sign and return this document in the enclosed envelope, also provided, or return a scanned copy of this signed document to BeresfordTel at (insert email address).

Print Name _____

Signed _____

Dated _____