

911/e911 Services:

CUSTOMER ACKNOWLEDGES THAT, UNLESS OTHERWISE REQUIRED BY LAW, E911 SERVICES ARE NOT AUTOMATICALLY PROVIDED WITH THE SERVICE(S) AND THAT IF CUSTOMER DESIRES TO RECEIVE SUCH SERVICE IT MUST ORDER E911 SERVICES AS IT ORDERS ALL OTHER SERVICES. CUSTOMER AGREES THAT IT WILL NOT RESELL THE SERVICE(S) TO ANY THIRD PARTY WITHOUT FIRST MAKING ARRANGEMENTS TO PROVIDE 911, E911 AND/OR OTHER EMERGENCY SERVICES IN ACCORDANCE WITH LOCAL, STATE AND FEDERAL LAWS AND REGULATIONS. CUSTOMER ALSO ACKNOWLEDGES AND AGREES THAT, DEPENDING ON THE SERVICE(S) ORDERED OR THE LOCATION THAT THE SERVICE IS CONSUMED, ACCESS TO ANY 911, E911 OR SIMILAR EMERGENCY SERVICES MAY NOT BE AVAILABLE.

For those situations in which Customer orders E911 services or E911 services are provided in accordance with relevant law, SIP Global Phone is providing this Notice to explain the circumstances under which E911 Service may not be available, or may in some way be limited compared to traditional landline telephone service. In certain situations and depending on the purpose for which Customer is ordering the Service(s), SIP Global Phone may ask Customer to give an additional acknowledgement of having received and understood this E911 Notice. Customer agrees to promptly execute and return such acknowledgement within the timelines established by SIP Global Phone.

Calling 911 using VoIP services is different from calling 911 using traditional landline services. Some of the key differences are as follows:

Availability: E911 Service will not be available in areas where E911 service is not available for traditional landline telephone service. In cases where E911 is not available for traditional landline telephone service, SIP Global Phone will route emergency calls to the police department or other emergency service for that jurisdiction.

Power Outages: Electrical power outages will disrupt the E911 Service, and Customer and/or its Subscribers will not be able to place E911 emergency calls

Telephone or Computer Problems: Problems with the caller's telephone, computer, modem, router, or other IP-enabled hardware may limit or completely restrict the caller's ability to use the Service or place E911 emergency calls.

Problems with High-Speed Internet Connection: Problems with the caller's high-speed Internet connection, including outages or network congestion, may limit or completely restrict the ability to use the E911 Service or place E911 emergency calls.

Suspension of Account: If Customer's Account is suspended for any reason, including non-payment of charges, customer may not be able to use the E911 Service or place E911 emergency calls.

Problems with the Service: E911 Service may be unavailable if SIP Global Phone should experience Network problems, including, but not limited to, hardware problems, software problems, Internet connectivity problems, or network maintenance issues.

Problems with Equipment: E911 Service may be unavailable if you, the customer, should experience problems with any of your network and/or internet equipment.

Outside the United States: Callers using the Service(s) from a location outside the United States will not be able to use the E911 Service or place E911 emergency calls.

E911 Provisioning Intervals: Provisioning E911 Service may take additional time following the activation of the Service, during which time E911 emergency calling may not be available.

Required Information: In some circumstances, the caller may need to advise emergency service personnel of the nature of the emergency, the caller's telephone number, or the caller's physical location. If a call is disconnected for any reason, emergency service personnel may not be able to call the caller back, determine the caller's physical location, or dispatch emergency personnel to the caller's location.

Failure to Register Location Accurately: It is important that the customer keeps SIP Global Phone advised of each number's physical service location at all times. If the customer provides an incorrect physical address, or if the physical address is changed without notice, emergency calls may be routed to an incorrect emergency service and emergency service personnel may not be able to transfer the call or respond to the emergency.

Address: In order for E911 Service to work properly, the E911 Service address in SIP Global Phone's records MUST correspond to the physical location from which the caller will use the Service. A P.O. Box is not sufficient to use as a physical address. The emergency service dispatcher will only send emergency service personnel to Customer's registered E911 Service address.

SIP GLOBAL PHONE DOES NOT MAKE, NOR DOES IT INTEND TO MAKE, SPECIFIC REPRESENTATIONS OR WARRANTIES BASED ON THE STATEMENTS ABOVE AS IT CANNOT FORESEE EVERY POSSIBLE COMBINATION OF EVENTS. THE FACT THAT SIP GLOBAL PHONE MAY CONNECT E911 PHONE CALLS, INCLUDING IN SITUATIONS IN WHICH E911 SERVICES ARE NOT AVAILABLE OR ARE NOT ORDERED BY CUSTOMER, DOES, IN NO WAY, CREATE A WARRANTY THAT SUCH CALL WILL BE CONNECTED ERROR FREE OR WITHOUT DELAY. SIP GLOBAL PHONE MAY CHARGE CUSTOMER ADDITIONAL FEES AND/OR PASS THROUGH TO CUSTOMERS ANY CHARGES, FEES, TAXES OR OTHER AMOUNTS ASSESSED ON SIP GLOBAL PHONE FOR ANY E911 CALL THAT IS CONNECTED IF THE SERVICE ORDERED DOES NOT INCLUDE E911
