



Easton Digital Voice (EDV) Disclaimer of 911 Service

Emergency 911 Services and Calling

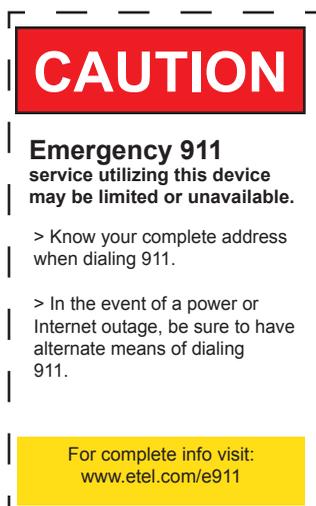
Easton Digital Voice (EDV) is a VoIP service and as such it may not support traditional 911 or E911 access to emergency services. By executing Easton's Service Order Form and Master Service Agreement you acknowledge Easton has advised you of the potential limitations of 911 service. Easton will provide labels to you that must be placed on or near the Customer Premise Equipment associated with EDV service. It is your responsibility to inform any EDV users of possible 911 limitations.

While traditional wireline service 911 calls are sent directly to the nearest emergency response center, VoIP 911 calls are directed to an emergency operator who will not have access to the caller's telephone number or address information unless the caller verbally provides such information during the call. E911 calls may be forwarded to a national 911 center that routes the call to a local emergency response center. This may delay the call response time. The emergency operator may not have the correct name, location, or contact information so inform the operator of the present location and contact information.

You should be aware that:

- EDV Customer Premise Equipment is electrically powered and in the event of a power outage E911/911 may not be available.
- EDV is provided over an Internet connection and may not function if the connection fails or becomes overloaded.
- VoIP calls may not connect to the PSAP, or may improperly ring to the administrative line of the PSAP, which may not be staffed after hours, or by trained 911 operators.
- VoIP calls may correctly connect to the PSAP, but not automatically transmit the phone number and/or location information.
- 911 service may not function at a remote location or may transmit incorrect physical location information to the caller if internal users use their IP-based phones remotely.
- 911 will not function properly if the CPE that is necessary to place calls is not correctly configured.
- 911 service is only provided with Easton VoIP services. It is not available on other software applications and services (including without limitations smartphones). If you subscribe to one of the other software applications or services, you must make alternate arrangements to place 911 calls such as a traditional wireline or cellular phone.

YOU MUST PRINT THE LABEL BELOW AND PLACE IT ON OR NEAR ANY DEVICES THAT ARE USED WITH EDV SERVICE.



The physical location which you provided on the Service Order Form will be the registered location that will be provided to the PSAP when you place a 911 call. You must notify Easton, by email to custservice@eastontelecom.com, of any changes to the physical service address.