

Advisory Relating to 911 Services

PURSUANT TO FCC REQUIREMENTS, NORTHWINDS IS REQUIRED TO ADVISE YOU OF ANY LIMITATIONS THAT ITS E911 SERVICE MAY HAVE IN COMPARISON TO TRADITIONAL E911 SERVICE. BY SIGNING THE SERVICE ORDER, CUSTOMER ACKNOWLEDGES THAT NORTHWINDS HAS ADVISED IT OF THESE LIMITATIONS AND THAT CUSTOMER ACCEPTS THE SERVICES WITH THE FOLLOWING LIMITATIONS:

- **POWER FAILURES:** TELEPHONE SERVICE OVER INDIVIDUAL POTS LINES IS GENERALLY NOT INTERRUPTED IN THE EVENT OF A POWER FAILURE BECAUSE THE TELEPHONE LINE CONTAINS SUFFICIENT LINE POWER FOR PHONES THAT DO NOT REQUIRE A SEPARATE AC POWER ADAPTER. WHETHER YOUR SERVICE IS VOIP OR OTHERWISE, IF YOU RECEIVE YOUR PHONE SERVICE OVER A CIRCUIT THAT IS A T-1 OR GREATER, THROUGH AN ON-SITE PBX, OR THROUGH A PHONE THAT REQUIRES AN AC POWER ADAPTER, IN THE EVENT OF A POWER FAILURE THAT EXCEEDED THE DURATION OF ANY ON-SITE POWER SUPPLY BACKUP, SUCH AS A BATTERY PACK OR GENERATOR, THEN YOU WOULD NOT HAVE PHONE SERVICE OR 911 SERVICE UNTIL POWER WAS RESTORED.
- **CHANGE OF PHONE LOCATION:** IF YOU MOVE YOUR PHONE TO A DIFFERENT LOCATION (INCLUDING A DIFFERENT FLOOR OF YOUR BUILDING, OR TO ANOTHER BUILDING), AND DO NOT REPORT YOUR NEW LOCATION TO US, THE ADDRESS AUTOMATICALLY REPORTED IN CONNECTION WITH A 911 CALL WOULD BE THE ADDRESS THAT YOU SUPPLIED US, NOT THE NEW LOCATION TO WHICH YOU HAVE MOVED YOUR PHONE. ALSO, AFTER YOU NOTIFY US OF A NEW REGISTERED LOCATION FOR A PHONE, THERE MAY BE A DELAY IN MAKING THE NEW REGISTERED LOCATION AVAILABLE IN OR THROUGH THE AUTOMATIC LOCATION INFORMATION (ALI) DATABASE. IT IS THEREFORE IMPORTANT THAT YOU NOTIFY US IN ADVANCE IF YOU PLAN TO MOVE ANY PHONES THAT WE MANAGE TO ANOTHER LOCATION.
- **CALLBACK PHONE NUMBER:** IF YOU CALL 911, THE SYSTEM AUTOMATICALLY TRANSMITS A CALLBACK PHONE NUMBER. IF YOU HAVE MULTIPLE PHONES ON A SINGLE FLOOR, AND A SINGLE SPECIFIC CALLBACK NUMBER HAS BEEN DESIGNATED AS THE NUMBER THAT IS TRANSMITTED, THEN IF THIS CALLBACK NUMBER IS NOT THE NUMBER FROM WHICH THE 911 CALL IS PLACED, A DELAY IN RESPONDING TO THE 911 CALL COULD OCCUR IF THE PERSON ANSWERING THE CALLBACK NUMBER WAS UNAWARE OF THE EVENT THAT PROMPTED THE 911 CALL.
- **CIRCUIT OUTAGE:** DURING AN OUTAGE IN THE CIRCUIT THAT CUSTOMER'S NORTHWINDS PHONE USES, WHICH IS EITHER A NORTHWINDS MANAGED PRIVATE CIRCUIT OR IN SOME CASES OVER A BROADBAND INTERNET CONNECTION (E.G., DSL, Cable Internet Service), THEN DURING AN OUTAGE TO SUCH CIRCUIT CUSTOMER'S VOICE SERVICE WILL BE INTERRUPTED AND 911 SERVICE WOULD NOT FUNCTION DURING SUCH INTERRUPTION.
- **LABELS:** NORTHWINDS MAY PROVIDE CUSTOMER WITH ADHESIVE LABELS THAT ALERT USERS TO THE LIMITATION IN THIS SECTION. THE FEDERAL COMMUNICATIONS COMMISSION RECOMMENDS THAT CUSTOMER PLACE THESE LABELS ON OR NEAR THE IP PHONES ASSOCIATED WITH THE SERVICES.

UNDER NO CIRCUMSTANCES CAN NORTHWINDS OR ANY OF IT'S SUBSIDIARIES BE HELD LIABLE FOR ANY LIMITATIONS OR ERRORS WHEN USING THE 911 SYSTEM IN CONJUNCTION WITH ANY OF OUR SERVICES.