

Moto X, Moto G, Moto E and Motorola DEFY

Notice of 911 and E911 Service Limitations

PLEASE READ THIS NOTICE CAREFULLY.

BY CLICKING “I AGREE,” YOU AGREE THAT YOU HAVE READ AND UNDERSTAND THE LIMITATIONS ASSOCIATED WITH THE 911 SERVICES AND E-911 SERVICES AVAILABLE THROUGH REPUBLIC WIRELESS.

IF YOU DO NOT AGREE, YOU ARE NOT AUTHORIZED TO USE REPUBLIC WIRELESS.

1. Definitions: *Terms capitalized when used within this document have the following meanings:*

“911 Services” means functionality that allows end users to contact emergency services by dialing the digits 9-1-1.

“Basic 911 Service” means the ability to deliver an emergency call to the designated entity authorized to receive such calls serving your Registered Address. With Basic 911 Service, the emergency operator answering the phone will not have access to the caller’s telephone number or address information unless the caller provides such information verbally during the emergency call.

“CMRS” means commercial mobile radio service, which includes cellular services.

“CMRS 911” means the delivery of emergency calls will be managed by the underlying CMRS carrier associated with the emergency call in accordance with the protocols and requirements for wireless emergency call routing.

“Enhanced 911 Service” or **“E911”** means the ability to (i) route an emergency call to the designated entity authorized to receive such calls, which in many cases is a PSAP serving your Registered Address, and (ii) deliver the user’s telephone number and location information automatically to the emergency operator answering the call.

“Mobile VoIP 911” means that, if CMRS 911 is unavailable at the time and place the emergency call is made but a broadband Internet connection is available, emergency calls will be routed according to industry standards or best practices established specifically for Mobile VoIP services. Mobile VoIP 911 call delivery may include the use of operator assistance for the determination of end user location information and delivery to the most appropriate available PSAP or other designated emergency services entity associated with the emergency caller’s location provided at the time the emergency call is placed.

“PSAP” means a Public Safety Answering Point.

“Registered Address” means the valid, accurate physical address, which you provide to Republic Wireless, of your Internet access point. If you have not otherwise provided an address to Republic Wireless, your billing address will serve as your Registered Address.

2. General: If CMRS 911 is available, Republic Wireless will utilize CMRS 911 – even if a broadband Internet connection is otherwise available. If CMRS 911 is unavailable for any reason, Republic Wireless will utilize Mobile VoIP 911, subject to the limitations described below.

3. Description of Mobile VoIP 911: The following apply only when you use Mobile VoIP 911:

When a caller dials the digits 9-1-1 using Republic Wireless’ Mobile VoIP 911, calls will be routed and received by a Mobile VoIP emergency call center by emergency call center operators. The emergency call center operators will have access to the user’s registered location and telephone number information regardless of whether the caller is able verbally to provide such information. Unless the Republic Wireless caller provides new location information to the emergency call center operator, the call will be delivered to the PSAP or local emergency center serving the Registered Address. The emergency call center operator will attempt to collect the caller’s current location information if it is different from the Registered Address provided. Emergency call center operators will then use the location information provided by the caller to try to deliver the call to the appropriate PSAP or local emergency center. Unless a caller is unable to speak when making a Mobile VoIP 911 call, all callers must be prepared to verbally provide both their call-back and address information for use by emergency call center operators or PSAP dispatchers.

4. Emergency Service Disclosure Applicable To Republic Wireless When Using Mobile VoIP 911: The following limitations apply to Republic Wireless When Using Mobile VoIP 911. All users of Republic Wireless are hereby notified of the potential complications arising from the delivery of emergency services when dialing 911 when using Mobile VoIP 911. You also agree to inform all other third persons who may use Republic Wireless of the limitations detailed below associated with Republic Wireless’ emergency calling services when using Mobile VoIP 911.

A. Republic Wireless Has 911 Capabilities That May Be Different Than Those Offered by Traditional Providers of Wireless or Wireline Telephone Services:

You acknowledge and agree that Republic Wireless’ calling services may be Internet-based and that the 911 Services associated with Republic Wireless’ Internet-based calling services are different from those offered by traditional providers of CMRS or wireline telephone services. Republic Wireless’ Mobile VoIP 911 calling services are not meant to be relied upon in the case of an emergency. While Republic Wireless’ Mobile VoIP 911

calling services attempt to provide access to emergency service, Mobile VoIP 911 is not intended to be used to support or to carry emergency calls to any type of hospitals, law enforcement agencies, medical care units or any other kind of emergency services. **YOU SHOULD MAINTAIN AN ALTERNATIVE MEANS OF CALLING EMERGENCY SERVICES.**

B. Republic Wireless' Internet-Based Service Will Not Work If You Experience A Power Outage, An Internet Outage Or Any Network Disruption, Which Will Also Affect All Mobile VoIP 911 Calling:

Outages in your electricity and problems with your connection, including network congestion, will disrupt Republic Wireless' Internet-based service and you will not be able to use Mobile VoIP 911 for emergency calling.

C. Mobile VoIP 911 May Not Work If Your Service Is Disconnected Or You Experience An Outage For Any Reason:

If you have a service outage due to a suspension of your account due to billing issues or for any other reason, you should not try to use Republic Wireless for any calls, including any Mobile VoIP 911 calls.

D. You May Not Be Able To Reach the Correct Emergency Services If You Register An Incorrect Service Address or If You Fail to Update Your Registered Address:

You acknowledge that while Republic Wireless may be mobile, failure to provide a correct Registered Address in the correct format for the location where Republic Wireless is in use may cause emergency calls to be routed to the incorrect local emergency service provider. Furthermore, you recognize that use of Republic Wireless from any location other than the location which has been provided as your Registered Address may result in 911 calls being routed to the incorrect local emergency service provider.

E. You May Not Be Able to Reach the Correct Emergency Services If You Move From the Address You Initially Registered:

It is important that you register your location every time you change the location of your Internet access point. If you move to another Internet access location without re-registering, when you dial 911, you may not be able to reach any emergency personnel. Even if you do reach emergency personnel, without accurate registered location information, your call may not be routed to the emergency personnel near your actual location and the emergency personnel you reach may not be able to transfer your call or respond to your emergency.

F. You May Not Be Able to Reach the Correct Emergency Services If You Fail to Reregister Your New Location Or Call 911 Promptly After Updating Your Location:

It is important that you register your location every time you change the location of your Internet access point. When you change your registered location, it may take time for your location change to be reflected in our records. During this time, you may not be able to reach any emergency service provider or may not be able to reach the correct emergency services provider by calling 911 with Republic Wireless.

BY CLICKING “I AGREE,” YOU ACKNOWLEDGE AND AGREE THAT:

YOU HAVE READ AND UNDERSTAND THE LIMITATIONS ASSOCIATED WITH THE 911 SERVICES AVAILABLE THROUGH REPUBLIC WIRELESS, INCLUDING ANY MOBILE VOIP 911 SERVICES THAT MAY BE AVAILABLE, SUBJECT TO THE LIMITATIONS DESCRIBED ABOVE.

YOU ARE ABLE TO ELECTRONICALLY ACCESS AND PRINT THIS AGREEMENT AND THAT CLICKING “I AGREE” CONSTITUTES YOUR VALID ELECTRONIC SIGNATURE.