



TrueRing Phone Service – Critical Customer Notification

As a user of our Internet based phone service, you may, on occasion, have reason to dial Emergency Services or '911'. Via this notification, **please be advised as follows:**

EMERGENCY SERVICES OR '911' MAY NOT BE ACCESSIBLE FROM YOUR TRUERING SERVICE UNDER CERTAIN CIRCUMSTANCES, INCLUDING BUT NOT LIMITED TO:

- If there is a power failure or some other type of failure of the TrueRing telephone Adapter ("Adapter") or associated equipment installed at your premises.
- If there is a failure or congestion of the data connection (such as DSL connection) or associated equipment.
- If there is a failure or congestion of the TrueRing network providing your TrueRing service, the public switched telephone network, the 911 service provider's network or the emergency services network.
- If you are using a phone number with your service that is not local to the physical location of your Adapter or if you are using the service outside of the continental USA.
- If you have recently moved your Adapter, delayed in providing or failed to provide accurate location information to Sea Ranch Connect or the information you have provided has not yet been updated by Sea Ranch Connect or is inaccurate in any way.
- If your Internet connection service has been disconnected or suspended for non-payment or is unavailable for any other reason.

Further, in some circumstances your 911 service may be limited to traditional 911 service rather than enhanced 911 (or "E-911") where your address and callback information is automatically provided to the emergency services systems. If E-911 service is not available in your area or at the time of your 911 call, then, if circumstances allow, the system will default to traditional 911 where you may be required to verbally inform the 911 emergency service personnel of your address and phone number.

Callback from the emergency services may also fail under certain circumstances, including but not limited to:

- If you are using forwarding or other call redirection or blocking services.
- If the emergency callback number configured for your service is configured to ring a
- phone at a different location than your TrueRing phone.

YOU ARE HEREBY ADVISED THAT YOU SHOULD TAKE ALL MEANS POSSIBLE TO ENSURE THAT EMPLOYEES, GUESTS AND ANY OTHER PERSONNEL LOCATED AT THE PREMISE THAT IS UTILIZING THE ADAPTER/ SERVICES ARE AWARE OF THE LIMITATIONS OF THE EMERGENCY SERVICES IN ACCORDANCE WITH THIS CUSTOMER NOTIFICATION AND ARE MADE AWARE OF ALTERNATIVE METHODS OF ACCESSING 911 SERVICES IN THE EVENT OF A FAILURE OF THE TRUERING SERVICES.

You are advised to have a separate phone service available for emergencies (such as a cell phone) in case the TrueRing service should be temporarily unavailable for an indefinite period of time due to a technical failure of your Internet connection or some portion of the TrueRing system or is unavailable for any other reason. Please contact Sea Ranch Connect regarding any questions on the above notification.

A. Limitations: The TrueRing phone service includes Enhanced 911 functionality ("E911") that may differ from normal land line 911 service or the E911 functionality furnished by other providers. As such, it may have certain limitations. CAREFULLY READ THE INFORMATION BELOW. YOU ACKNOWLEDGE AND ACCEPT ANY LIMITATIONS OF E911. YOU AGREE TO CONVEY THESE LIMITATIONS TO ALL PERSONS WHO MAY HAVE OCCASION TO PLACE CALLS OVER



THE SERVICE, INCLUDING MAKING THEM AWARE OF ALTERNATIVE METHODS OF ACCESSING 911 SERVICES IN THE EVENT OF THE FAILURE OF THE TRUERING SERVICE. IF YOU HAVE ANY QUESTIONS ABOUT E911, CALL SEA RANCH CONNECT.

E911 calls are routed to a regional public safety access point (PSAP). E911 identifies the location of the caller, routes the call to the appropriate local PSAP, and provides the PSAP with location information in order to speed response. VoIP over the Internet phone service such as TrueRing can present considerable E911 difficulties as the location of the caller can be difficult, if not impossible, to determine if the caller is not at his/her registered premises address.

It is the Customer's duty to determine whether or not its TrueRing service is interoperable with any security systems, medical alert or other critical systems connected to it. Sea Ranch Connect does not recommend use of the service for unapproved security or other critical systems and can not be responsible for losses should its service may fail and result in loss of property or bodily injury when used in connection with a medical or security system.

- I. **Correct Address:** In order for your E911 calls to be properly directed to emergency services, Sea Ranch Connect must have your correct premises address. If you move the Service to a different address without Sea Ranch Connect's approval, E911 calls may be directed to the wrong emergency authority, may transmit the wrong address, and/or your Service (including E911) may fail altogether. Therefore, you must call before you move the Service to a new address. Sea Ranch Connect will need several business days to update your premises address in the E911 system so that your E911 calls can be properly directed. All changes in service address require Sea Ranch Connect's prior approval.
 - II. **Service Interruptions:** The Service uses the electrical power. If there is an electrical power outage, 911 calling may be interrupted if the battery backup in the telephone gateway device is not installed, fails, or is exhausted after several hours. Furthermore, calls, including calls to E911, may not be completed if there is a problem with network facilities, including network congestion, network/equipment/power failure, or another technical problem.
 - III. **Suspension and Termination of Service:** You understand and acknowledge that the Service, including E911, as well as all online features of the Service, where we make these features available, will be disabled if your account is suspended or terminated.
 - IV. **Customer acknowledges that it has been advised to have a separate phone service such as a cell phone available for emergencies in case the Service should be temporarily unavailable for an indefinite period of time due to a technical failure of some portion of the Service or if the Customer is not at his/her registered premises address.**
 - V. **Customer acknowledges its/his understanding that the E911 service is available only within certain geographic areas within the US, and not available outside the US, and that no emergency dialing services of any kind are available outside these areas.**
 - VI. **If you block your phone number, the E911 center may not be able to call you back.**
- B. **Limitation of Liability and Indemnification:** YOU ACKNOWLEDGE AND AGREE THAT SEA RANCH CONNECT AND ITS OFFICERS AND EMPLOYEES AND SERVICE PARTNERS WILL NOT BE LIABLE FOR ANY SERVICE OUTAGE, INABILITY TO DIAL 911 USING THE SERVICES, AND/OR INABILITY TO ACCESS EMERGENCY SERVICE PERSONNEL. YOU AGREE TO DEFEND, INDEMNIFY, AND HOLD HARMLESS SEA RANCH CONNECT AND ITS OFFICERS, EMPLOYEES AND SERVICE PARTNERS FROM ANY AND ALL CLAIMS, LOSSES, DAMAGES, FINES, PENALTIES, COSTS, AND EXPENSES (INCLUDING BUT NOT LIMITED TO REASONABLE ATTORNEY FEES) BY, OR ON BEHALF OF, YOU OR ANY THIRD PARTY OR USER OF THE SERVICES RELATING TO THE FAILURE OR OUTAGE OF THE SERVICE, INCLUDING E911 SERVICES.



C. If the TrueRing service I have chosen to receive from Sea Ranch Connect does NOT have a dial tone, I understand and agree that:

- 1) I cannot receive E-911 emergency phone service as part of my Service,
- 2) I have read the Sea Ranch Connect Critical Customer Notification on this subject and understand the risks and implications of not having this E-911 service,
- 3) I will have alternative service available for emergency calls that is provided by a source other than Sea Ranch Connect, and
- 4) I will indemnify and hold Sea Ranch Connect harmless from all claims related to attempts to make 911 emergency calls from my phones.

E. If you elect to use one of the Service's call recording features, you are responsible for complying with any federal or state law applicable to recording such calls. You may find other useful info on this subject at www.rcfp.org/taping/.

By signing below, you acknowledge receipt and your understanding of this CRITICAL CUSTOMER NOTIFICATION and the information provided herein.

SIGNATURE

DATE

PRINT NAME

TITLE

Location of Service:

ADDRESS 1

CITY

STATE

ZIP

ADDRESS 2

CITY

STATE

ZIP

WARNING: E911 service may be limited or not available

TrueRing phone service, including E9-1-1 service, DOES NOT function during an electrical power or broadband provider outage or other failure of the TRUERING ADAPTER or failure of your data network connection to the Internet, including congestion of the data network.

If you are using a phone number with your service that is not local to the physical location of the ADAPTER or if you are using the service outside of the continental USA.

TELEPHONE

FAX
