

IMPORTANT E911 NOTICE FOR KLIP INTERACTIVE, LLC VOIP CUSTOMERS

The rules of the Federal Communications Commission ("FCC") require KLiP Interactive, LLC ("Reseller"), like all Voice Over Internet Protocol ("VoIP") service providers, to inform its customers of any differences between the E911 access capabilities available with Reseller's VoIP service (the "VoIP E911 Service") as compared to the E911 access capability available with traditional wire line telephone service. (A copy of this FCC order adopting these rules is available at <http://www.fcc.gov/cgb/voip911order.pdf>.) It is important that you understand how these differences affect your ability to access E911 services. We ask that you carefully read this E911 Disclosure Addendum. If you have any questions or concerns about the information contained in this notice, or if you do not understand anything discussed in this notice, please contact our Customer Service Representatives at 1-800-388-6577 during the hours of 9:00am-5:00pm Monday through Friday.

The FCC's rules also require Reseller to obtain and keep a record on file showing that you have received and understood this E911 Notice. As such, we cannot begin providing you service until you certify that you have received and understood this E911 Notice by signing the E911 Acknowledgment.

By signing the E911 Acknowledgement, you are affirmatively acknowledging that (1) you have read and understood this Notice (2) you understand that you may not be able to contact emergency services by dialing 9-1-1 using Reseller's VoIP E911 Service, and (3) you understand that you must inform users of Reseller's VoIP E911 Service that they may not be able to contact emergency services by dialing 9-1-1 using Reseller's VoIP E911 Service.

1. RESELLER'S VOIP E911 SERVICE MAY NOT OPERATE DURING A POWER OUTAGE, You acknowledge and understand that the VoIP E911 Service does not function in the event of a power failure or disruption. Should there be an interruption in the power, Reseller's VoIP service, including the VoIP E911 Service, will not function until power is restored. A power failure or disruption may require the Customer to reset or reconfigure equipment prior to utilizing Reseller's service, including the VoIP E911 Service. The Arris EMTA Device does come equipped with battery backup and will normally provide 6 to 8 hours of backup battery operation. You are responsible for providing an uninterruptible backup power supply if you wish to ensure continued operation of electrical equipment in the event of a power outage.

2. RESELLER'S VOIP E911 SERVICE WILL NOT OPERATE IF YOUR BROADBAND CONNECTION IS DISRUPTED. You acknowledge and understand that service outages or termination of service by your broadband provider and/or ISP or by Reseller will prevent you from using Reseller's VoIP service, including the VoIP E911 Service. A service outage for any reason other than suspension of service will prevent you from using Reseller's VoIP service, including the VoIP E911 Service. Once your broadband connection and/or Reseller's VoIP Service has been restored, you may be

required to reset or reconfigure your equipment before you will be able to use Reseller's VoIP E911 Service to contact E911 services.

YOU MUST PROVIDE RESELLER WITH YOUR CORRECT SERVICE ADDRESS OR CALLS TO 911 MADE USING RESELLER'S VOIP E911 SERVICE MAY BE ROUTED TO EMERGENCY PERSONNEL WHO WILL NOT BE ABLE TO ASSIST YOU. When you dial 911 using Reseller's VoIP E911 Service, your call is routed from the Reseller network to the Public Safety Answering Point (PSAP) or local emergency operator designated for the address that you listed at the time of activation (your "Registered Address"). You acknowledge and understand that when you dial 911 from your Reseller device, it is intended that you will be routed to the general telephone number for the PSAP or local emergency service provider (which may not be answered outside business hours in some areas), and may not be routed to the 911 dispatcher(s) who are specifically designated to receive incoming 911 calls using traditional 911 dialing. Reseller relies on third parties for the forwarding of underlying routing information, and Reseller and its third party provider(s) therefore disclaim any and all liability or responsibility in the event such information or routing is incorrect. If you notice that the location information identified in your contract or bill is inaccurate, you can correct your service address by calling our Customer Service representatives at 1-800-388-6577 during the hours of 9:00am-5:00pm Monday through Friday.

3. RESELLER'S VOIP E911 SERVICE CALLS MAY NOT COMPLETE OR MAY BE ROUTED TO EMERGENCY PERSONNEL WHO WILL NOT BE ABLE TO ASSIST IF YOU DISABLE, DAMAGE OR MOVE THE EQUIPMENT TO A LOCATION OTHER THAN THE SERVICE ADDRESS YOU PROVIDED RESELLER WHEN SERVICE WAS INITIATED. You acknowledge and understand that E911 does not function if you move your Reseller device to a different street address, unless and until you have notified Reseller of any such change in your Registered Address. You also acknowledge that it may take up to 72 hours for any change in address to be processed. Accordingly, you should notify Reseller in advance of any and all changes to your Registered Address. Failure to provide the current and correct physical address and location of your Reseller device may result in any 911 call you make being routed to the incorrect local emergency service provider and emergency personnel being dispatched to the incorrect location. If you wish to move to a new service address or report damage to your Reseller equipment, please call either your sales representative or our Customer Service representatives at 1-800-388-6577 during the hours of 9:00am-5:00pm Monday through Friday.

4. EMERGENCY PERSONNEL MAY NOT BE ABLE TO IDENTIFY YOUR PHONE NUMBER IN ORDER TO CALL YOU BACK. You understand and acknowledge that it may not be possible for the Public Safety Answering Point (PSAP) and the local emergency personnel to identify your phone number when you dial 911 using Reseller's VoIP E911 Service. Reseller's system is configured in most instances to send the automated number identification information; however, one or more telephone companies route the traffic to the PSAP. The PSAP itself must be able to receive the information and pass it along properly, and the PSAPs may not be technically capable of

doing so on a consistent basis. You acknowledge and understand that PSAP and emergency personnel may not be able to identify your phone number in order to call you back if the call cannot be completed, is dropped or disconnected, or if you are physically unable to tell them your phone number, and/or if your Reseller VoIP E911 Service is not operational for any reason other than suspension of service.

5. **EMERGENCY PERSONNEL MAY NOT BE ABLE TO IDENTIFY YOUR ADDRESS IF YOU USE YOUR EQUIPMENT AT AN ADDRESS OTHER THAN YOUR REGISTERED ADDRESS.** Unless and until it is technically feasible to automatically transmit the address from which an E911 call originates, you must be able to state your location and the nature of your emergency if you use your Reseller VoIP Service to call 911 from any address other than your Registered Address as PSAP and emergency personnel will NOT have your address information. You acknowledge and understand that PSAP and emergency personnel will not be able to find your location if the call cannot be completed, is dropped or disconnected, if you are physically unable to tell them your location, or if the service is not operational for any reason other than suspension of service.

6. **RESELLER'S VOIP E911 SERVICE CALLS MAY BE DELAYED OR DROPPED DUE TO NETWORK ARCHITECTURE.** You understand and acknowledge that, due to technical constraints, there is a greater possibility of network congestion and/or reduced speed in the routing of a 911 call made utilizing your Reseller equipment as compared to traditional 911 dialing over traditional public telephone networks. You acknowledge and understand that a 911 call from your Reseller equipment will be routed to the general telephone number for the local emergency service provider (which may not be answered outside business hours in some areas), and will not be routed to the 911 dispatcher(s) who are specifically designated to receive incoming 911 calls at such local provider's facilities where such calls are routed using traditional 911 dialing. You acknowledge and understand that there may be a greater possibility that the general telephone number for the local service provider will produce a busy signal or will take longer to answer, as compared to those 911 calls routed to the 911 dispatcher(s) who are specifically designated to receive incoming 911 calls using traditional 911 dialing. **IN ADDITION, YOU SHOULD MAINTAIN ALTERNATE MEANS OF CONTACTING E911 SERVICES AND YOU MUST INFORM YOUR RESELLER VOIP E911 SERVICE USERS OF THESE ALTERNATE MEANS.** You acknowledge that Reseller does not offer primary line or lifeline services. You also acknowledge that Reseller does not currently provide TTY or similar services for the hearing-impaired. You should always have an alternative means of accessing emergency response services using traditional 911 or other emergency notification services. Enclosed in this package is a set of stickers explaining when E911 service may not be available. Please place the stickers on or near the equipment you use to access Reseller VoIP E911 Service to alert users of alternate means of contacting E911 in the event of an emergency. If you need additional stickers, please contact our Customer Service representatives at 1-800-388-6577.

(Signatures on Acknowledgement/Receipt Page)