



Communication Solutions

People. Planet. Profit. BetterWorld Customer Value Defined.

Emergency 911 Information

Emergency 911 services are provided by BetterWorld Telecom as part of BetterWorld Telecom's internet phone service, related software applications, and the implementation and support services (collectively, hereinafter referred to as the "Services").

Emergency 911 services (including Enhanced 911 or "E911") provided by BetterWorld Telecom may differ in certain respects from the emergency calling services provided by a traditional wireline telecommunications provider. These differences may have an adverse impact upon the ability or timeliness of the provision of 911 services to you or others in the event of an emergency. In addition, due to limitations on technology, the location reported by BetterWorld Telecom to the public safety dispatcher for your telephone may not include your specific location within a business premise.

Following the procedures set forth in the BetterWorld Telecom Knowledgebase, you are responsible for the accurate reporting of the physical location where the Service is to be used (the "Service Address") and for instructing each employee that he/she must provide BetterWorld Telecom with the specific location in which they are located within your premises in the event of an emergency. In the event that any equipment used to provide the Service via the Internet is moved to another location, you are responsible for notifying BetterWorld Telecom, updating your account records to reflect the new Service Address where the Service is to be provided, and for instructing each employee that he/she must update BetterWorld Telecom promptly when such employee changes the physical location to which the Service is being provided. Even though you will be able to use the Service without interruption in the event you change the physical location where the Services are to be provided, it may take time to update emergency dispatch information, which could result in the failure to dispatch emergency personnel to the proper location.

Enhanced 911 service has several limitations. Such limitations, including those discussed above, may prevent you from making emergency calls and include but are not limited to any of the following:

- Loss of electrical power
- Loss of Internet connection for any reason
- Defective customer premises equipment
- Network congestion
- Delays from updating your registered Service Address

In some cases, emergency calls may not be routed to the designated emergency response center in your area. Rather, an emergency call may be routed to an alternative emergency dispatch center which may not have access to any or all of your registered Service Address information. Consequently, you should be prepared to provide sufficient information with respect to your physical location to dispatch emergency personnel to you. This method may delay the dispatch of emergency personnel to your location. If the emergency call is disconnected for any reason prior to the time you have provided your physical location, emergency personnel will have no way to contact you or determine your identity or location, and you should immediately redial 911.

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You agree to advise any and all employees, invitees, and every other person who may make calls using the Service via the Internet of the limitations described above, and to affix BetterWorld Telecom-provided labels on or near all session initiation protocol ("SIP") telephones, analog telephone adapters and telephones attached to an analog telephone adapter having the capability of connecting to the Service, and all computers having softphone software installed, regardless of whether such equipment was purchased from BetterWorld Telecom or a third party.

Finally, you acknowledge that you have read the above limitations with respect to emergency calls over the Service, that you understand these limitations, and that you agree to them.

Please visit BetterWorld Telecom's Knowledge Base at www.BetterWorldTelecom.com/kb for instructions on E911 including how to update your Service Address and associate employees (users) to Service Address other than the defaults address.

