

## **Universal TelCom E911 Disclosure**

The Federal Communications Commission (“FCC”) requires UTC, like all Voice Over Internet Protocol (“VoIP”) service providers, to inform its customers of any differences between the E911 access capability available with UTC’s service as compared to the E911 access capability available with traditional telephone service. (A copy of this FCC order is available at <http://transition.fcc.gov/cgb/voip911order.pdf>) We ask that you carefully read this E911 Disclosure Addendum and understand how these differences affect your ability to access E911 services. 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 (504) 962-3500 or 1-866-962-3500 during the hours of 8am to 5pm CST.

The FCC’s E911 VoIP decision also requires UTC to obtain and keep a record on file showing that your company has received and understood this E911 Disclosure Addendum.

You may obtain a copy of the FCC regulation and accompanying E911 VoIP decision in Docket No. 05-196 at <http://transition.fcc.gov/cgb/voip911order.pdf>.

1.) UTC’s E911 SERVICES MAY NOT OPERATE DURING A POWER OUTAGE. Although the Integrated Access Device (“IAD”) UTC placed on your premises is equipped with back-up power, in the event of a commercial power outage lasting longer than the IAD battery life, the IAD will lose power causing a loss of voice and data service, including access to E911 services. Once power service is restored, you may be required to reset or reconfigure your equipment before you will be able to use UTC’s Services to contact E911 services. 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.) UTC’S E911 SERVICES WILL NOT OPERATE IF YOUR BROADBAND CONNECTION IS INTERRUPTED OR HAS BEEN SUSPENDED FOR ANY REASON, INCLUDING, FOR EXAMPLE, NON-PAYMENT. Once your broadband connection and UTC’s Service have been restored, you may be required to reset or reconfigure your equipment before you will be able to use UTC’s service to contact E911 services.

3.) YOU MUST PROVIDE UTC WITH YOUR CORRECT SERVICE ADDRESS OR UTC’S E911 SERVICE CALLS MAY BE ROUTED TO EMERGENCY PERSONNEL WHO WILL NOT BE ABLE TO ASSIST YOU. If you notice that the service address information identified in your contract or bill is inaccurate, you can make correction by calling our Customer Service at (504) 962-3500 or 1-866-962-3500 during the hours of 8am to 5pm CST.

4.) UTC'S SERVICE CALLS MAY NOT COMPLETE OR MAY BE ROUTED TO EMERGENCY PERSONNEL WHO WILL NOT BE ABLE TO ASSIST YOU IF YOU DISABLE, DAMAGE OR MOVE THE IAD TO A LOCATION OTHER THAN THE SERVICE ADDRESS YOU PROVIDED TO UTC WHEN SERVICE WAS INITIATED. If you wish to move to a new service address or report damages to your IAD, please call either your sales representative or Customer Service at (504) 962-3500 or 1-866-962-3500 during the hours of 8am to 5pm CST.

5.) UTC'S E911 SERVICE CALLS MAY BE DELAYED OR DROPPED DUE TO NETWORK ARCHITECTURE. Due to network congestion or problems, calls to E911 services using UTC's services may be dropped, in which case you will not be connected to emergency services, or your E911 calls may take longer to connect than E911 calls made using traditional telephone services.

IN ADDITION, YOU SHOULD MAINTAIN ALTERNATIVE MEANS OF CONTACTING E911 SERVICES AND YOU MUST INFORM YOUR SERVICE USERS OF THESE ALTERNATIVE MEANS.