

911 SERVICE AND ALARM SYSTEM NOTICE -

NextLink's VoIP service does not support traditional 911 access to emergency services. As such, it is extremely important that customer provide NextLink the correct address where the equipment and services will be located. Customer must also update these addresses if they change. When Subscriber dials 911 using NextLink's VoIP service, customer will be routed to the general or administrative telephone number for the Public Safety Awareness Point (PSAP) or local emergency service provider, and will not necessarily be routed to the 911 dispatchers who are specifically designed to receive incoming 911 calls using traditional 911 dialing. Additionally, some PSAPs may from time to time refuse to accept calls from VoIP providers such as NextLink. PSAPs may not be able to determine the location of the 911 call so customer understands customer may need to provide the physical location of the emergency. Customer also understands and acknowledges that if customer's Internet service experiences an outage as a result of a power outage or other reason, NextLink's VoIP service will not work for 911 calls. Customer is encouraged to use a cellular phone to call 911 if there is an Internet outage. Customer should also notify any employees or guests that NextLink's VoIP 911 service may not work during an Internet outage and the employees or guests should use a cellular phone to call 911. Customers who have an alarm system connected to NextLink's VoIP service may also experience outages if the Internet connection is down. As such, NextLink encourages customers to use a cellular phone based alarm system.