



Disclaimer of Emergency 911 Services

Spiral Communications is subject to FCC requirements to provide notification of any E911 limitations that may be associated with the Spiral Service. As is the case with E911 service provided by a traditional telephone service provider, Spiral's E911 service

- may not function with the loss of electrical power, including the loss of power to telephone equipment or other equipment necessary to route E911 calls to the appropriate emergency call center
- will not function if the broadband connection is not operational
- will not function at a remote location, if Spiral VoIP equipment is moved to a new location, or may transmit incorrect physical location information for the caller if internal users are allowed to use their IP-based phones remotely
- will not function if the telephone equipment or other equipment necessary to place calls is not correctly configured
- may not transmit the correct physical address for the E911 call due to incorrect information provided by you, use of a non-native telephone number or delays in loading or updating automatic number identification and location information into the E911 databases
- may not be capable of being received and/or processed by an emergency call center due to the center's technical limitations
- may be affected by other factors or force majeure events, such as the quality of the broadband connection and network congestion.

A complete discussion of the limitations and terms of Spiral's E911 service is set forth at www.spiralfiber.com/terms-of-service

The physical location which you provided to us in Spiral's VoIP Agreement shall be the registered location that will be provided to the emergency call center when you place a 911 call.