

**DISCLOSURE TO CUSTOMER
IMPORTANT INFORMATION REGARDING
SERVICES UTILIZING VOICE OVER INTERNET PROTOCOL
EMERGENCY SERVICES - 911 DIALING**

Non-Availability of Traditional 911 or E911 Dialing Service

Access One provides many technology and telecommunications solutions for its business customers. Among these solutions, Access One provides Voice Over Internet Protocol services ("VoIP Services"). These VoIP Services include, but are not limited to: VoIP based services, such as Dyversaband with SIP, Ethernet with SIP, and other VoIP based services. Further information on VoIP Services can be found at the Access One Service Guide at <http://www.accessoneinc.com/service-guide.aspx>

As compared to the E911 access capability available with traditional telephone service, there are differences in the E911 access capability available with VoIP Services. The FCC has mandated that VoIP Service providers (like Access One) must: (a) inform its customers of these differences and how that may affect users' ability to access E911 services; and (b) retain a record on file verifying that the customer received and understood this Disclosure. Access One respectfully requests your assistance in meeting this FCC compliance requirement by executing this Disclosure. If you have any questions or concerns about the information contained in this Disclosure, please contact the Access One Customer Service representatives at (800) 804-8333.

- 1) **VOIP SERVICES MAY NOT OPERATE DURING CERTAIN SITUATIONS.**
 - a. **Commercial power outages** could result in the 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 VoIP Services to contact E911 services. You are encouraged to implement a battery backup system for VoIP Services. Access One does not provide backup battery power with its VoIP Services.
 - b. **Disruption in your broadband connection** could result in the loss of voice and data service, including access to E911 services. Once your broadband connection is restored, you may be required to reset or reconfigure your equipment before you will be able to use VoIP Services to contact E911 services.
 - c. **Suspension of your services** could result in the loss of voice and data service, including access to E911 services. Once your services are restored, you may be required to reset or reconfigure your equipment before you will be able to use VoIP Services to contact E911 services.
 - d. **Network congestion or other network problems** could result in your calls being dropped or delayed, including calls to E911 services. Your E911 calls may take longer to connect than E911 calls made using traditional telephone service.

