



Important 911 and E911 Disclosure and Notice the Federal Communications Commission ("FCC") requires that DirectLink, like all Voice Over Internet Protocol ("VoIP") service providers, inform its customers of any differences between the 911 and E911 access capabilities available with DirectLink VoIP Service (the "VoIP 911 and E911 Service") as compared to the 911 and E911 access capability available with traditional wireline non-VoIP telephone service. A copy of the FCC order containing the disclosure rules is available at <http://www.fcc.gov/cgb/voip911order.pdf>. It is important that you understand how these differences affect your ability to access 911 and E911 services.

The FCC's rules also require us to obtain and keep a record on file showing that you have received and that you understand this 911 and E911 notice. If we do not receive your reply promptly, we may be required by the FCC rules to suspend your service until we do receive your reply.

By executing this notice, you are affirmatively acknowledging that you (i) have read and understood that 911 and E911 Notice, (ii) you understand that you may not be able to contact emergency services by dialing 9-1-1 using the VoIP 911 and E911 service, and (iii) you understand that you must inform users of the VoIP Services that they may not be able to contact emergency services by dialing 9-1-1 using the VoIP 911 and E911 Service.

DirectLink VoIP 911 and E911 or VoIP phones provided by other VoIP Services MAY NOT OPERATE DURING A POWER OUTAGE. You understand and acknowledge that the VoIP 911 and E911 Service will not function in the event of a power failure or disruption of service. Should there be an interruption in the power, the VoIP Services including the VoIP 911 and E911 Service, will not function until power is restored or the cause of disruption of service has been corrected and your equipment may need to be reset.

DirectLink VoIP 911 and E911 SERVICES WILL NOT OPERATE IF YOUR BROADBAND CONNECTION IS DISRUPTED. You understand and acknowledge that service outages, interruptions or degradation, or termination or suspension for any reason of service by DirectLink will prevent you from using the VoIP Services, including the VoIP 911 and E911 Service.

DirectLink VoIP 911 and E911 SERVICE CALLS MAY NOT COMPLETE OR MAY BE ROUTED TO EMERGENCY PERSONNEL WHO WILL NOT BE ABLE TO ASSIST IF YOU DISABLE, DAMAGE OR MOVE THE DIRECTLINK EQUIPMENT TO A LOCATION OTHER THAN THE REGISTERED ADDRESS YOU PROVIDED TO DIRECTLINK WHEN SERVICE WAS INITIATED. You understand and acknowledge that the VoIP 911 and E911 service will not function if you move your device to a different street address or location other than your registered address. You also acknowledge that it may take several days for any change in address to be processed. Accordingly, you should notify DirectLink in advance of any and all changes to your Registered Address by contacting Customer Support. Failure to provide the current and correct physical address and location of your device may result in any 911 call you make being routed to the incorrect local emergency service provider and emergency personnel being dispatched to the incorrect location.

EMERGENCY PERSONNEL MAY NOT BE ABLE TO IDENTIFY YOUR PHONE NUMBER IN ORDER TO CALL YOU BACK. You understand and acknowledge that public safety answering point ("PSAP") and emergency personnel may not be able to identify your phone number in order to call you back if the call cannot be complete, is dropped or disconnected and/or if your VoIP 911 and E911 Service is not operational for any reason.

DIRECTLINK VoIP 911 and E911 MAY BE DELAYED OR DROPPED DUE TO NETWORK ARCHITECTURE. You understand and acknowledge that due to technical constraints there is a greater possibility of network congestion and/or reduced speed in the routing of a 911 call made utilizing your equipment as compared to 911 dialing over traditional non-VoIP public switched telephone networks.

IN ADDITION, YOU SHOULD MAINTAIN ALTERNATE MEANS OF CONTACTING 911 AND E911 SERVICES AND YOU MUST INFORM USERS OF DIRECTLINK VoIP 911 and E911 OF THESE ALTERNATE MEANS. You will receive a set of stickers explaining 911 and E911 service limitations and these stickers should be placed on or near the equipment you use to access the VoIP 911 and E911 service. If you require additional stickers, please contact customer service 720-851-1111 or send an email to support@mydl.com

IN NO EVENT SHALL DIRECTLINK, OFFICERS, DIRECTORS, EMPLOYEES, REPRESENTATIVES, AGENTS OR ANY OTHER THIRD-PARTY PROVIDER OR VENDOR WHO MAY FURNISH SERVICES OR PRODUCTS TO YOU IN CONNECTION WITH THE VOIP SERVICES OR THE EQUIPMENT BE HELD LIABLE FOR ANY CLAIM, DAMAGE, OR LOSS WHATSOEVER ARISING FROM OR RELATING TO 911 DIALING AND YOU HEREBY WAIVE ANY AND ALL SUCH CLAIMS OR CAUSES OF ACTION ARISING FROM OR RELATED TO 911 DIALING.

DIRECTLINK DOES NOT HAVE ANY CONTROL OVER WHETHER, OR THE MANNER IN WHICH, 911 CALLS USING THE VOIP SERVICES ARE ANSWERED OR ADDRESSED BY ANY LOCAL EMERGENCY RESPONSE CENTER. DIRECTLINK DISCLAIMS ALL RESPONSIBILITY FOR THE CONDUCT OF LOCAL EMERGENCY RESPONSE CENTERS AND THE NATIONAL EMERGENCY CALLING CENTER. DIRECTLINK RELIES ON THIRD PARTIES TO ASSIST DIRECTLINK TO ROUTE 911 CALLS TO LOCAL EMERGENCY RESPONSE CENTERS. DIRECTLINK DISCLAIMS ANY AND ALL LIABILITY OR RESPONSIBILITY IN THE EVENT SUCH THIRD PARTY DATA USED TO ROUTE CALLS IS INCORRECT OR YIELDS AN ERRONEOUS RESULT.

I acknowledge that I received, read and understand this 911 and E911 Disclosure and Notice. I represent that I am an authorized representative of customer/company identified below to execute this notice.

Customer and or Company Representative Signature: _____

Printed Name: _____ Date: _____