Waterloo Fiber Internet

Customer Notification regarding VoIP Service and E911

As a subscriber, your voice service is provided using a technology called Voice over Internet Protocol or VoIP. As a provider of VoIP, we are required by the Federal Communications Commission or the FCC, to inform customers using VoIP, of any limitations compared to traditional E911 service capability available from traditional wireline service when making calls to E911 emergency services. As a customer, you are required to agree that you have read and understood the limitations associated with the 911 and E911 services available from Waterloo Fiber Internet. Waterloo Fiber Internet is required to obtain and keep a record of your affirmative acknowledgement. If you do not agree, you are not authorized to use Waterloo Fiber Internet VoIP service.

In addition, you are responsible for informing others who may use your service of its limitations when making E911 emergency service calls. This includes placing labels near the equipment used in conjunction with VoIP service warning potential users if E911 calls may be limited or not available.

Potential Service Limitations:

Please note the following potential limitations associated with Waterloo Fiber Internet VoIP Service:

1. **Relocation of end-user's Compatible CPE**

With Enhanced 911 Service ("E911"), when a caller from your registered location dials the digits 911 from Waterloo Fiber Internet service that is associated with a phone number and a properly registered address, the phone number and address are automatically presented to the local emergency center serving the location. Emergency operators will have access to this information regardless of whether the caller is able to verbally provide such information. Waterloo Fiber Internet will obtain your directory number and the physical address at which the service will be used in order for emergency services personnel to locate the customer when calling 911.

If you move your equipment to a location other than the registered address provided to Waterloo Fiber Internet, you may not be able to reach the correct local emergency center. It is important that you register accurate location information every time you move the equipment associated with your Waterloo Fiber Internet VoIP service. If you move your equipment to another location without reregistering, if you dial 911, you may not be able to reach any emergency personnel. Even if you do reach emergency personnel, if you have not provided valid location information you may not be calling the emergency personnel near your actual location and this emergency personnel may not be able to transfer your call or respond to your emergency.

Before a customer moves equipment or service to another location, it is important that they contact Waterloo Fiber Internet at (319) 291-0175 to discuss so that we can confirm that the new address can be updated for E911 purposes.

2. Broadband connection failure

E911 Service will not operate if you experience a disruption or degradation of your broadband connection including but not limited to termination or suspension of service for any reason. In some cases, service could be delayed or dropped due to network congestion. The speed in which calls are routed to 911 service centers could be delayed using VoIP service compared to that of using 911 over traditional voice service.

3. Loss of electrical power

E911 service will not work if you experience a power outage, service outage, or any other network disruption.

Customer Acknowledgement

Customer has read and understands the limitations associated with the 911 and E911 services available through Waterloo Fiber Internet VoIP Service.

Customer also understands that they are responsible for printing out the limitations described above or ask for a print of such limitations from Waterloo Fiber Internet. The Customer shall place the written limitations on or near the equipment used in conjunction with Waterloo Fiber Internet VoIP service.

Please sign and return in the enclosed envelope.

Customer Name

Date