

Coast Communications Co. E911 Waiver

911 DISCLAIMER

PLEASE READ THIS INFORMATION REGARDING 911 VERY CAREFULLY. BY ACTIVATING AND PAYING FOR THE SERVICE, YOU ACKNOWLEDGE AND AGREE TO THE LIMITATIONS OF COAST COMMUNICATIONS CO. 911 EMERGENCY DIALING SERVICE, AND UNDERSTAND THE DISTINCTIONS BETWEEN SUCH SERVICE AND TRADITIONAL 911 or E911 CALLS.

- 911 SERVICE DOES NOT WORK IF YOU FAIL TO REGISTER OR UPDATE THE 911 SERVICE WITH YOUR CURRENT LOCATION
- 911 SERVICE WILL NOT WORK IF THERE IS AN ELECTRICAL OR INTERNET SERVICE OUTAGE DUE TO ANY CAUSE
- 911 SERVICE WILL NOT WORK IF YOUR SERVICE HAS BEEN CANCELLED BY YOU OR TERMINATED BY COAST COMMUNICATIONS CO.
- YOU INDEMNIFY COAST COMMUNICATIONS CO. FOR ANY FAILURE IN THE 911 SERVICE

COAST COMMUNICATIONS CO customers, have access to Enhanced 911 (E911) service. However, Enhanced 911 (E911) service is only available for U.S. customers who register a valid E911 service address.

With E911 service, when you dial 911, your telephone number and registered address is simultaneously sent to the local emergency center assigned to your location, and emergency operators have access to the information they need to send help and call you back if necessary.

Notify All Users

Customers are responsible for informing any household residents, guests and other persons who may be present at the physical location where you utilize the 911 SERVICE of the important differences in and limitations of your 911 SERVICE as compared with traditional 911 land line or cell phone service.

Registration of Physical Location Required

For each primary phone number that you use for the Service, you must register with COAST COMMUNICATIONS CO the physical location where you will be using the Service with that phone number. **When you move the Device to another location, you must register your new location.** If you do not register your new location, any 911 calls you make using the 911 SERVICE may be sent to an emergency center near your old address. You must register your initial location of use when you subscribe to the Service.

Thereafter, you may register a new location by following the instructions from the "911" registration link in your COAST COMMUNICATIONS CO. Account Portal. For purposes of the 911 SERVICE, you may only register one location at a time for each primary phone line you use with the Service.

Re-Registration Is Required if You Change Your Number or Add or Port New Numbers

911 SERVICE does not function if you change your phone number or if you add or port new phone numbers to your account, unless and until you successfully register your location of use for each changed, newly added or newly ported phone number and receive confirmation from COAST COMMUNICATIONS CO.

Confirmation of Activation Required

Your 911 SERVICE, by default, will be activated for all phone lines you obtain through Coast Communications Co. **UNLESS you specifically tell us NOT to register your address for 911.** The activation may take up to three days to complete.

Service Outages

You acknowledge and understand that the Service and 911 Service does not function in the event of power failure. Should there be an interruption in the power supply, the Service and 911 Service will not function until power is restored. A power failure or disruption may require the Customer to reset or reconfigure the Device and other Customer Premises equipment prior to using the Service and 911. You also acknowledge and understand that the Service and 911 Service requires a fully functional broadband connection to the Internet. You acknowledge that COAST COMMUNICATIONS CO. is not responsible for any service outage related to the loss of electrical power, connectivity, suspension or termination of your COAST COMMUNICATIONS CO. Services/Account or any failures resulting from local or national disasters.

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Disclaimer of Liability and Indemnification.

You acknowledge and understand that COAST COMMUNICATIONS CO. will not be liable for any Service outage and/or inability to dial 911 using the COAST COMMUNICATIONS CO. Service or to access emergency service personnel due to the characteristics and limitation of the COAST COMMUNICATIONS CO. service as set forth in this document. You agree to defend, indemnify, and hold harmless COAST COMMUNICATIONS CO., its officers, directors, employees, affiliates, and agents and any other service provider who furnishes services to you in connection with the Service, from any and all claims, losses, damages, fines, penalties, costs, and expenses (including, without limitation, reasonable attorney fees) by, or on behalf of, you or any third party user of the Service relating to the failure or outage of the Service, including those related to the 911 SERVICE.

In addition, COAST COMMUNICATIONS CO. does not have any control over whether, or the manner in which, calls using the 911 SERVICE are answered or addressed by any local emergency response center. COAST COMMUNICATIONS CO. disclaims all responsibility for the conduct of local emergency response centers and the national emergency calling center. COAST COMMUNICATIONS CO. relies on third parties to assist us in routing 911 SERVICE calls to local emergency response centers and to a national emergency calling center. COAST COMMUNICATIONS CO. 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. Neither COAST COMMUNICATIONS CO. nor its officers, directors, employees, affiliates, and agents and any other service provider who furnishes services to you in connection with the Service may be held liable for any claim, damage, or loss, and you hereby waive any and all such claims or causes of action, arising from or relating to the 911 SERVICE unless such claims or causes of action arose from COAST COMMUNICATIONS CO. gross negligence, recklessness or willful misconduct. You shall defend, indemnify, and hold harmless COAST COMMUNICATIONS CO., its officers, directors, employees, affiliates and agents and any other service provider who furnishes services to you in connection with the Service, from any and all claims, losses, damages, fines, penalties, costs and expenses (including, without limitation, attorney fees) by, or on behalf of, you or any third party relating to the absence, failure or outage of the Service, including 911 SERVICE, incorrectly routed 911 SERVICE calls, and/or the inability of any user of the Service to be able to use 911 SERVICE or access emergency service personnel.

Furthermore, you acknowledge that COAST COMMUNICATIONS CO. does not offer Lifeline service, and that if you are not comfortable with the limitations of the 911 SERVICE, COAST COMMUNICATIONS CO. strongly recommends that you always have an alternative means of accessing emergency service.

Signature: _____

Date: _____

Printed: _____