



Subscriber 911 Acknowledgement

“A warning decal has been affixed to your ATA (Analogue Telephone Adapter) And we have provided you with a second decal to be affixed to your telephone set.” Per CRTC Decision

- **IMPORTANT 911 INFORMATION**

We want to make sure that you are aware of important differences in the way 911 service operates with a VoIP phone when compared with traditional telephone service. Here's what you need to keep in mind:

Differences between traditional 911 service and VoIP phone 911

With traditional phone services, your 911 call is sent directly to the nearest emergency response centre. With VoIP phone service, your 911 call is forwarded to a third-party service provider that will automatically or manually route your call to the emergency response centre.

Remember to verify your location.

Because you can move your VoIP phone between locations and because, for technical reasons, the emergency operator may not have your name, location or contact information available, you must immediately inform the emergency operator of your location and contact particulars any time you call 911. Do not risk sending police or ambulance services to the wrong location.

Be prepared during any service interruption.

VoIP phone service depends not only on your continued subscription (and payment) for the service, but also on Internet connectivity and power to function. In the event of power, network, or Internet outages (including congestion), or if your service is disconnected or suspended due to non-payment, you may experience a failure, disruption or delay in your 911 service. We recommend that you keep an alternative phone service (such as a cellular telephone) handy to increase the reliability of your access to emergency services during any service interruption.

Do not disconnect.

Until you are told to do so by an emergency dispatcher, do not disconnect your 911 call. If you are inadvertently disconnected, call back immediately.

Keep your service address up to date.

Cable TV of Camrose will attempt to provide the emergency operator with your service address, so please ensure that your information on file with us is always accurate and updated. If you do not do this (for example, if you are unable to speak during a 911 call), the emergency operator may assume that you are calling from the last registered address.

Inform other users.

You must notify members of your household and other potential users of your VoIP phone service of the nature and limitations of 911 emergency calls. To make this easier, attach the included stickers in a visible location on your telephone sets.

Limitations of Liability.

Cable TV of Camrose's terms of service limit and disclaim liability related to VoIP 911 service, so please read these carefully.

We employ third parties to assist us in routing 911 calls to local Emergency Response Centre's. We disclaim 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 Cable TV of Camrose Inc nor its Partners, Officers, Employees may be held liable for any claim, damage or loss, and you hereby waive any and all such claims or cause of action, arising from or relating to the 911 dialing service unless such claims or causes of action arose from our gross negligence, recklessness or willful misconduct. You shall defend, indemnify and hold harmless Cable TV of Camrose Inc, its Officers,

Directors, Employees, Affiliates and Agent Partners and any other service provider who furnishes service to you in connection with the service, from any and all claims, losses, damages, fines, penalties, costs and expenses (including, without limitation, legal fees and expenses) by, or on behalf of, you or any third party relating to the absence, failure or outage of the service, including 911 dialing, incorrectly routed 911 dialed calls, and or the inability of any user of the service to be able to use 911 dialing or access emergency service personnel.

For a complete description of our VoIP 911 service, please see Cable TV of Camrose's terms of service at www.cable-lynx.net

Alternate 911 Arrangements

If you do not understand and agree with the limitations of the VoIP 911 service, you should consider alternate means of accessing traditional 911 or E911 service or terminating your VoIP service.

IN WITNESS WHEREOF, as a subscriber of VoIP as provided by, *Cable TV of Camrose Inc. I* Acknowledge that I have read and fully understand the Limitations and Conditions to which the Emergency 911 Service is provided and that I agree to use the Services as outlined

(Subscriber Signature)

(Witness Signature)

(Print Name)

(Print Name)

(Date)

(Date)