

**CHARITON VALLEY TELEPHONE CORPORATION**  
**Interconnected VoIP Service Terms and Conditions**  
**911 Dialing Customer Notice and Acknowledgement**

This agreement is a material part of any agreement or understanding between Chariton Valley Telephone Corporation (“Chariton Valley”) and you as our customer (“customer”) for the provision of interconnected voice over Internet protocol (“VoIP”) services. In utilizing such services, the customer agrees to fully understand and agree with the limitations and disclaimers explained below.

When a customer dials 911 with traditional wireline services, the customer’s telephone number and service address are automatically sent to the local emergency answering center assigned to the customer’s location, and emergency operators have access to the information they need to send help and call back if necessary. As a provider of interconnected VoIP services, Chariton Valley is obligated pursuant to Federal Communications Commission (“FCC”) rules to advise every subscriber, prominently and in plain language, about the circumstances under which E911 services may not be available through the interconnected VoIP services or may be in some way limited by comparison to dialing 911 with traditional wireline services. In addition to making these disclosures, Chariton Valley is required to obtain and retain the customer’s acknowledgment that the customer has received and understood these disclosures, as a condition of providing the interconnected VoIP services. The customer will receive a disclosure notice separately, which must be acknowledged and received by Chariton Valley prior to initiating the interconnected VoIP services.

**Interconnected VoIP 911 Calling:** The 911 service provided utilizing Chariton Valley interconnected VoIP services (VoIP Services) is different than traditional wireline 911 services. **Carefully read this notice explaining how 911 dialing using VoIP Services differs from traditional wireline 911 services. If the customer has any questions or concerns about the information included here for 911 dialing with VoIP Services, or if the customer does not understand anything discussed here about 911 dialing with VoIP Services, contact customer service at 660.388.9930.**

Calling 911 with VoIP Services is different from calling 911 with traditional wireline telephone service. **The customer may not be able to contact emergency services by dialing 911 using VoIP Services for a few reasons. Chariton Valley recommends the customer always has an alternative means of accessing 911 emergency services.** Some of the circumstances in which the customer may not be able to reach emergency services by dialing 911 using VoIP Services include, but are not limited to, the following:

**Loss of Electrical Power or Power Outage.** The Internet Protocol Private Branch Exchange and associated VoIP handsets (“IP PBX”) provided by Chariton Valley operate on standard electrical power. If commercial power is disrupted, the IP PBX will lose power causing a loss of voice and data service, including the customer’s access to emergency services. If power is interrupted and then restored, the customer may be required to reset or reconfigure equipment before the customer will be able to use the VoIP Services to contact emergency services. The customer is

responsible for providing an uninterruptible backup power supply if the customer wishes to ensure continued operation of the IP PBX in the event of a power outage or other loss of electrical power.

**Broadband Network Outage or Network Congestion on the Internet or Network Architecture.** Chariton Valley's VoIP Services are provided to customers over a broadband Internet Protocol ("IP") network. If there is a broadband network outage, the customer's VoIP Services will not function, and the customer will not be able to make 911 calls with this service. Network congestion or problems with the Internet infrastructure may cause 911 calls made using the VoIP Services to take longer to complete than 911 calls made using traditional telephone service, or they may be dropped, in which case the customer will not be connected to emergency services at all.

**Failure to Register, Update, or Correct the Address of Customer's Service Location.** The customer must provide Chariton Valley with the correct service address, or 911 calls made on VoIP Services may be directed to the wrong emergency services authority and those 911 calls may transmit the wrong address with the result that emergency service personnel may not be able to assist, or the 911 calls may fail altogether. If the customer moves the IP PBX to another address from where it was registered with Chariton Valley, even if to an area where Chariton Valley provides VoIP Services, and the customer does not notify Chariton Valley about the new address, 911 calls made on VoIP Services may be directed to the wrong emergency services authority and those 911 calls may transmit the wrong address with the result that emergency service personnel may not be able to assist, or the 911 calls may fail altogether. **If the customer notices the service address information identified in the contract or bill is inaccurate, the customer can make corrections by calling customer service at 660.388.9930. If the customer plans to move the location of the IP PBX, the customer should call customer service at 660.388.9930 first to verify Chariton Valley provides VoIP Services to that location and register the new location if Chariton Valley does provide service there.**

**Relocating a Calling Device Outside of Chariton Valley's Local Service Area.** If the customer moves the IP PBX to a location outside of the geographic area where Chariton Valley offers VoIP Services, the customer will not be able to make any calls, including 911 calls to emergency services. **The customer should call customer service at 660.388.9930 before moving the IP PBX to a new location to verify Chariton Valley offers VoIP Services at that location, including access to emergency services when calling 911.**

**Disruption of Broadband Connection or Suspension of VoIP Services for Non-Payment or Other Breaches.** In the event of a disruption of the customer's broadband connection or suspension of VoIP Services for non-payment or other breaches by the customer, the customer will not have access to 911 calling for emergency services. Once the customer's broadband connection and/or VoIP Services have been restored, the customer may be required to reset or reconfigure equipment before the customer will be able to use the VoIP Services to contact emergency services.

The customer will receive notification from Chariton Valley twice a year explaining when E911 services may not be available. Stickers will also be made available on our website for customers to print and place on or near the equipment used to access VoIP Services to alert users of the

possible need to use alternate means of contacting E911 in the event of an emergency. Please print as many stickers as necessary. Contact Chariton Valley with any questions or for assistance at 660.388.9930.

Notice is available below for customers to print and place on or near the equipment used to access VoIP Services to alert users of the possible need to use alternate means.

# 911 WARNING!

**This is a VoIP phone service. 911 Service may be limited or unavailable under certain circumstances if:**

- Your electrical power is disrupted
- Your broadband / Internet connection has failed or is disconnected
- You have relocated your handset and the current location is not registered with Chariton Valley

It is **IMPERATIVE** that you contact Chariton Valley before moving this phone to another location to avoid disruption to 911 emergency services. Call **660-388-9930** **BEFORE** moving.

**IF YOU ARE UNABLE TO COMPLETE A 911 CALL,  
PLEASE USE THE EMERGENCY PHONE NEAREST YOU.**

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