



Residential VoIP Phone Service 911 Service Limitations

RTG VoIP 911 service (and all other VoIP 911 services) is different from the legacy, circuit-switched 911 service and is unsuitable for some purposes. **RTG 911 emergency dialing may not be available or may be limited in comparison to traditional 911 emergency dialing.** You should carefully evaluate your needs when deciding whether to rely solely upon the RTG E911 service. **It is your responsibility to determine how to best meet your emergency calling needs, and to secure alternate service (such wireless phone or other backup means of completing emergency calls).**

You should, at a minimum, take the following characteristics into consideration when determining your needs:

- 1 ELECTRICAL POWER. The RTG 911 Service will not work if there is electrical power outage. If there is a power outage, you may be required to reset or reconfigure your CPE before being able to use the RTG VoIP service, including for E911 calls.
- 2 INTERNET ACCESS. The RTG 911 Service will not work if there is an interruption of your high-speed Internet access or your ISP or high-speed Internet access provider intentionally or inadvertently blocks the ports, or otherwise disrupts network functionality, used by our 911 Service. The interruption may involve you, your provider or any intermediate provider.
- 3 NON-VOICE SYSTEMS. The RTG VoIP Phone Service will not work properly with systems that make dial-up modem calls including home security systems, medical monitoring equipment, TTY equipment or satellite television systems.
- 4 EQUIPMENT FAILURE. The RTG 911 Service will not function if your CPE fails or is not configured correctly or if our Server is not functioning for any reason.
- 5 DELAY IN UPDATING THE E911 DATABASE. After initial activation of service, and following any change of your registered physical location there may be a delay (of up to 10 days) before your physical address is properly registered in the E911 database.
- 6 INCORRECT PHYSICAL ADDRESS. If you do not correctly identify the physical location where the RTG VoIP CPE will be located then E911 communications may not be directed to the correct local emergency operator or the emergency operator may dispatch emergency response to the wrong location
- 7 DISCONNECTION OF SERVICE. The RTG 911 Service will not work if you terminate your Service with us or your Service is disconnected by us for non-payment or other reason.
- 8 You affirm and acknowledge that the physical location you have registered with RTG as the 911 location is the true and accurate address at which the Service will be used. You understand and acknowledge that if you change the physical location of the CPE that you must register the new location by calling our office and supplying your new physical location.
- 9 You understand and acknowledge that the registered physical address is the only way the 911 emergency operator can automatically know your location.
- 10 Note that if you use the Service outside of the United States you are solely responsible for compliance with local laws and regulations governing its use.
- 11 You agree to notify all guests and other persons who may use the Service of the RTG VoIP 911 limitations and to place warning labels (available for free from us) on or near each device that you use with the Service.
- 12 Disclaimer of Liability and Indemnification. You understand and acknowledge that RTG will not be liable for any inability to communicate with 911 (or any other) emergency service using RTG VoIP 911 Service due to the nature of RTG VoIP 911 dialing or any limitations set forth in this agreement. You agree to defend, indemnify, and hold harmless RTG, its officers, directors, employees, affiliates and agents 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 or user of the Service relating to the failure or outage of the Service, including those related to 911 dialing.
- 13 If for any reason you determine that the RTG VoIP 911 Service does not meet your needs then you should consider maintaining an alternate means of accessing traditional 911.

Subscriber Name (print) _____

I have been advised that RTG's VoIP 911 Service does not function the same as traditional 911 services and may fail due to power outage, Internet interruption, equipment failure or other conditions, some of which are described above.

Subscriber Signature _____ / / _____

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