

SOME IMPORTANT INFORMATION ABOUT SAN BRUNO CITYNET SERVICES' E911 SERVICE

Thank you for choosing San Bruno CityNet Services' ("SBCN") VoIP Services. Please take a few moments to review SBCN's VoIP Customer Agreement ("Agreement"). The Agreement, along with this document, sets forth the terms and conditions under which SBCN will provide its VoIP Services to you. In addition, The Federal Communications Commission requires that we notify you about certain limitations on SBCN's E911 service:

YOU MUST PROVIDE YOUR CORRECT ADDRESS TO SBCN. If you do not correctly identify the address where your multimedia terminal adaptor ("MTA") is located, or if you move the MTA away from the original address, your emergency calls may be routed to the wrong emergency authority, or emergency personnel may be misdirected to the wrong address. YOU EXPRESSLY ACKNOWLEDGE THAT YOU HAVE THE RESPONSIBILITY TO IMMEDIATELY NOTIFY SBCN OF ANY CHANGE IN YOUR SERVICE ADDRESS. You must not relocate the MTA to a different address. If you change residences, you must contact the SBCN at 650-616-3100 for information on whether the VoIP Service can be transferred to your new residence and what the relocation will cost. If you wish to disconnect the VoIP Service, you must contact the SBCN for information on the necessary procedures and cost.

THERE MAY BE A DELAY UNTIL YOUR ADDRESS IS ENTERED IN THE E911 DATABASE. When you initially order service, or if you notify SBCN of a change in your service address, there may be a delay before the address or change in address is entered in the E911 database seen by the emergency service provider.

USE OF A NON-NATIVE TELEPHONE NUMBER MAY LIMIT EMERGENCY AUTHORITIES' ACCESS TO YOUR LOCATION INFORMATION. If you are using a non-native telephone number (a telephone number from a different exchange than the one in which you are using the VoIP service, emergency authorities or personnel may be unable to determine the location from which you are calling.

POWER OUTAGES MAY DISRUPT YOUR E911 SERVICE. YOU EXPRESSLY ACKNOWLEDGE THAT YOU WILL NOT BE ABLE TO PLACE OR RECEIVE CALLS, INCLUDING CALLS TO ACCESS EMERGENCY 911 SERVICES, IF YOU ARE EXPERIENCING A POWER OUTAGE.

BROADBAND CONNECTION FAILURE WILL DISRUPT YOUR E911 SERVICE. YOU EXPRESSLY ACKNOWLEDGE THAT YOU MAY NOT BE ABLE TO PLACE OR RECEIVE CALLS, INCLUDING CALLS TO ACCESS EMERGENCY 911 SERVICES, IF SBCN IS EXPERIENCING A PROBLEM WITH ITS NETWORK FACILITIES, INCLUDING NETWORK CONGESTION, NETWORK/EQUIPMENT/POWER FAILURE, OR ANOTHER TECHNICAL PROBLEM.

NETWORK CONGESTION MAY REDUCE SPEED IN ROUTING OF E911 CALLS. YOU EXPRESSLY ACKNOWLEDGE THAT THERE MAY BE A GREATER POSSIBILITY OF NETWORK CONGESTION AND REDUCED SPEED IN THE ROUTING OF AN E911 CALL MADE WITH THE VOIP SERVICES AS COMPARED TO TRADITIONAL TELEPHONE SERVICES.

YOUR E911 SERVICE WILL NOT WORK IF YOUR MTA, OR OTHER EQUIPMENT REQUIRED FOR THE VOIP SERVICES IS IMPROPERLY INSTALLED OR CONFIGURED.

If you do not agree to the terms and conditions set forth in these documents, you must cancel service immediately. Your use of and payment for the service indicates your acceptance of these terms and conditions and any amendments that may be made from time to time. A current version of SBCN's VoIP Customer Agreement is available online at www.sanbrunocable.com. For additional assistance, you may contact us at 650-616-3100 or via mail at: San Bruno CityNet Services - 398 El Camino Real - San Bruno, CA 94066

Warning stickers

If you are using and MTA/EMTA provided by SBCN, the above limitations are summarized on a warning sticker on the MTA/EMTA. If you are providing your own MTA/EMTA, SBCN has supplied you with warning stickers advising of the above limitations. You must place these stickers on or near the customer premises equipment used for the VoIP Service ("CPE").

Acknowledgement

I am at least 18 years old and am the person responsible for making decisions about voice services in this household. I have read the document titled "Some Important Information about San Bruno CityNet Services' E911 Service," including the limitations on SBCN's E911 service. I understand and acknowledge these limitations. I also acknowledge having received warning stickers to place on or near my CPE.

Signature

Print Name

Date