

PLEASE NOTE:

AS A USER OF CallMyWay NY S.A. VOICE OVER INTERNET PROTOCOL (“VOIP”) SERVICES, YOU ARE REQUIRED TO AGREE THAT YOU HAVE READ AND UNDERSTOOD THE **LIMITATIONS ASSOCIATED WITH THE 911 AND E-911 EMERGENCY SERVICES** BELOW, AVAILABLE THROUGH THE CallMyWay CALLING SERVICES. IF YOU DO NOT AGREE, YOU ARE NOT AUTHORIZED TO USE ANY CallMyWay CALLING SERVICES.

About CallMyWay 911 Dialing

With traditional Enhanced 911 (“E911”) emergency 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 immediate access to your telephone and address, thus permitting them to respond to your emergency call or to call you back if necessary. With CallMyWay Service, if you are located in an area where the emergency center does not support E911 emergency Service (i.e., is not capable of simultaneously receiving your telephone number and address), You have basic 911 emergency Service.

CallMyWay partners with one of the nation’s leading 911 underlying service providers in order to assist you in case of an emergency. CallMyWay depends upon its E911 and basic 911 underlying service provider to assist CallMyWay in supporting your emergency calls. Most of CallMyWay’s Service areas support E911 emergency calls.

CallMyWay will automatically upgrade its customers that have basic 911 emergency Service to E911 emergency Service once its underlying service provider upgrades its connections to the emergency call centers. If you have basic 911 emergency Service, the local emergency operator will not have immediate access to your call back number or to your exact location when receiving your emergency call. Accordingly, you must be prepared to give the basic 911 emergency operator this information.

Until and unless you do so, the basic 911 emergency operator may not be able to call you back or dispatch assistance if the call is disconnected or if you are unable to

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verbally communicate that information. We will not give you notice of the upgrade, however you can verify your type of 911 emergency Service by logging into your account online. CallMyWay's Service is only available in areas where 911 emergency Services can be provided to you at your registered physical location that was approved by us when you either signed up for Service or when you updated your registered physical location information with us.

Limitations of Emergency Calling – 911 Dialing

CallMyWay's 911 and E911 Emergency Service may be Limited or Unavailable in the following circumstances:

- If your Digital Subscriber Line ("DSL"), cable modem, or other broadband access connections are disconnected, suspended, or interrupted for any reason, including electric power failures;
- If you relocate or move the CallMyWay Adapter or service to a location other than the one that you registered with us or if you otherwise disconnect or modify the CallMyWay Adapter or service;
- If you change your telephone number or if you add new telephone numbers to your account, and do not successfully register your location of use for each changed or newly added telephone number;
- If there are delays or disruptions of Service in the network or Services of CallMyWay's E911 underlying service provider;
- If there is network congestion and/or a reduction in network speed; or
- If Service is interrupted or terminated for any reason, including the suspension or termination of your account with us or with your broadband access supplier.

While CallMyWay will make commercially reasonable efforts to minimize the disruptive effects of CallMyWay's Service interruptions, degradations, or outages, it makes no guarantees or assurances that these will not occur. Such commercially reasonable efforts are CallMyWay's sole obligation regarding such interruptions. Such outages or

other Service disruptions may include loss of 911 emergency Service dialing capabilities for extended periods of time.

Furthermore, home alarm systems, fax machines and other devices that attach to your home computers, local telephone service, cable system or other devices may not work with the Service. You are solely responsible for testing the operation of your home alarm systems, fax machines or other devices that you attach to the Service.

For more information, please review and make sure you agree with the **LIMITATIONS ASSOCIATED WITH CallMyWay 911 EMERGENCY SERVICES**, below.

CUSTOMER NOTICE OF 911 AND E911 SERVICE LIMITATIONS

PLEASE READ THIS NOTICE CAREFULLY.

AS A USER OF CallMyWay ("CallMyWay NY S.A.) SESSION INITIATION PROTOCOL ("SIP") BASED VOICE OVER INTERNET PROTOCOL ("VOIP") and MICROSOFT TEAMS ISMYCONNECT SERVICES, YOU ARE REQUIRED TO AGREE THAT YOU HAVE READ AND UNDERSTOOD THE LIMITATIONS ASSOCIATED WITH THE 911 AND E-911 EMERGENCY SERVICES AVAILABLE THROUGH THE CallMyWay CALLING SERVICES. IF YOU DO NOT AGREE, YOU ARE NOT AUTHORIZED TO USE ANY CallMyWay CALLING SERVICES.

Definitions -- Terms capitalized when used within this document have the following meanings:

"911 Services" means functionality that allows end users to contact emergency services by dialing the digits 9-1-1.

"Enhanced 911 Service" or "E911" means the ability to route an emergency call to the designated entity authorized to receive such calls, which in many cases is a Public Safety Answering Point ("PSAP"), serving the Customer's registered or user-provided address and to deliver the user's telephone number and registered address information automatically to the emergency operator answering the call.

"Basic 911 Service" means the ability to route an emergency call to the designated entity authorized to receive such calls serving the Customer's registered or user-provided address. With basic 911, the emergency operator answering the phone will not have access to the caller's telephone number or address information unless the caller provides such information verbally during the emergency call.

With Enhanced 911 Service ("E911"), when a caller from your registered location dials the digits 9-1-1 from any CallMyWay offered calling service that is associated with a phone number and a properly registered address, the phone number and address are automatically presented to the local emergency center serving the location. Emergency operators will have access to this information regardless of whether the caller is able to verbally provide such information. With Basic 911 Service, when a caller

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from your registered location dials the digits 9-1-1, the call is sent to the local emergency center serving that location. Operators answering the call will not have automatic access to the caller's call-back telephone number or the associated registered address, even if that address has been properly registered, because with Basic 911 Service the emergency center is not equipped to receive, capture or retain the telephone number associated with the CallMyWay calling service or the registered address. Accordingly, callers must be prepared to provide both call-back and address information. If the call is dropped or disconnected, or if the caller is unable to speak, the emergency operator answering the call will not be able to call the caller back or dispatch help to the caller's address if call-back and address information has not been provided by the caller.

Limitations

The limitations detailed below are applicable to all of CallMyWay's calling services (which include but are by no means limited to: Calling Plans, Hosted PBX, IsMyConnect, IsMyPeers, IsMyContact, CallMyWay SIP TRUNKS, 360 Call Center).

Customer agrees to inform all users of CallMyWay's calling services of the potential complications arising from the delivery of emergency services when dialing 911.

Specifically, Customer acknowledges and agrees to inform all employees, guests and other third persons who may use CallMyWay's VoIP calling services of the limitations detailed below associated with all of CallMyWay's emergency calling capabilities. Customer agrees to place appropriate CallMyWay' **VoIP 911 warning labels**, as shown below, on or near each device connected to any of CallMyWay' services.

1. All of CallMyWay's Calling Services Have 911 Capabilities that are Different Than Those Offered by Traditional Providers of Local Telephone Services:

Customer acknowledges and agrees that all of CallMyWay's calling services are Internet based and that the 911 calling capabilities associated with all of CallMyWay's calling services are different from those offered by traditional providers of local telephone services. CallMyWay's VoIP calling services are not meant to be relied upon in the case of an emergency. While CallMyWay attempts to provide access to emergency service, these VoIP services are not intended to be used to

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support or to carry emergency calls to any type of hospitals, law enforcement agencies, medical care units or any other kind of emergency services. YOU SHOULD MAINTAIN AN ALTERNATIVE MEANS OF CALLING EMERGENCY SERVICES.

2. 911 Service Will NOT Work If You Experience A Power Outage, Service Outage or any other network disruption

Outages of your electricity and problems with your connection, including network congestion, will disrupt any CallMyWay calling service and you will not be able to use it for 911 emergency calling.

3. 911 Service Will NOT Work If Your Service Is Disconnected Or You Experience an Outage For Any Reason.

If you have a service outage due to a suspension of your account due to billing issues or for any other reason, you will not be able to use any CallMyWay calling services for any calls, including for emergency 911 calls.

4. You May Not Be Able to Reach the Correct Emergency Services If You Have A Telephone Number That Does Not Match Your Actual Geographic Location

VoIP services are technically capable of being used in locations that are not associated with the traditional geographic area of a telephone number. These capabilities can cause 911 problems however. All 911 capabilities will only be available in the location that you have associated with the particular CallMyWay assigned direct-inward-dial ("DID") telephone number assigned to the Customer. For Basic 911 Services or E911 to be accurately routed to the appropriate emergency call center, the Customer must provide accurate DID telephone numbers as the call-back telephone number for all 911 calls and accurate address information. Additionally, if you are using the service in a location that uses a different area code than the area code in the number you are using with your VoIP service, when you dial 911 you may not be able to reach any emergency personnel. Even if you do reach emergency personnel, your call may not reach the emergency personnel near your actual physical location and the emergency personnel may not be able to transfer your call or respond to your emergency.

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5. You May Not Be Able To Reach the Correct Emergency Service Center If You Fail to Register A Valid Service Address

Failure to provide a correct physical address in the correct format may cause all Basic 911 Service or E911 calls to be routed to the incorrect local emergency service provider. Furthermore, use of any CallMyWay calling service from a location other than the location to which such service was ordered, i.e., the “primary registered address,” may result in Basic or Enhanced 911 calls being routed to the incorrect local emergency service provider.

6. You May Not Be Able to Reach the Correct Emergency Services If You Move Your Phone to a Location Different From the Address You Initially Registered

It is important that you register accurate location information every time you move the equipment associated with your CallMyWay calling service. If you move your CallMyWay equipment to another location without reregistering, when you dial 911, you may not be able to reach any emergency personnel. Even if you do reach emergency personnel, if you have not provided valid location information you will not be calling the emergency personnel near your actual location and this emergency personnel may not be able to transfer your call or respond to your emergency.

7. You May Not Be Able to Reach the Correct Emergency Services If You Fail to Accurately Register or Reregister Your New Location Or Call 911 Within 72 Hours of Updating Your Location

It is important that you register an accurate location when you initiate your service and every time you move the equipment associated with your CallMyWay VoIP calling service. When you change your location, it may take up to 72 hours for your location change to be reflected in our records. During that time, you may not be able to reach the correct emergency services center or any emergency service provider by dialing 911.

8. CallMyWay VoIP Calling Services Allow One Emergency Service Address to be Associated with Each Telephone Number.

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Certain CallMyWay VoIP calling services do not have a telephone number associated with them but allow for placing and receiving calls. Customers may choose to buy calling services from CallMyWay that have a telephone number but then use a VoIP device to allow multiple users to place and receive calls using one telephone number. Customers must use the VoIP device and the CallMyWay VoIP calling service that has a telephone number associated with it from the same location. Using a service that does not have a telephone number in a remote location will result in the wrong address information being sent in the event of placing an emergency call by dialing 911. The emergency call operator may not be able to transfer the call to appropriate emergency call operators. In the event that Customer intends to use CallMyWay VoIP calling services in multiple locations, at least one telephone number will be required for each location. You acknowledge and agree to this limitation and agree that you will obtain at least one telephone number for each location associated with the CallMyWay calling service.

CallMyWay UNDERSTANDS THAT YOU HAVE READ AND UNDERSTAND THE LIMITATIONS ASSOCIATED WITH THE 911 AND E-911 EMERGENCY SERVICES AVAILABLE THROUGH THE CallMyWay CALLING SERVICES.

Any obligations that may be imposed by federal and state law on operators of private branch exchange or multiline telephone systems are obligations imposed on you, the Customer, and not on CallMyWay.

VoIP 911 warning labels

YOU MUST PRINT THESE LABELS AND PLACE THEM ON OR NEAR ANY DEVICES THAT ARE USED WITH OR CONNECTED TO CallMyWay SERVICES.



CAUTION

**Emergency 911 service
using this device may
be limited or unavailable.**



**EMERGENCY
911
LIMITATIONS**

Be sure you have an alternate
means of contacting 911.

IMPORTANTE: This is a VoIP device. E911 Service may be limited or unavailable in the event of a power outage, internet failure, if your physical location differs from your designated location, or other circumstances.



WARNING

In case of an emergency
911 CAN NOT be dialed
from this phone.



Be sure you have and alternate
means of contacting 911.



CAUTION



EMERGENCY
911
LIMITATIONS

Emergency 911 service
using this device may
be limited or unavailable.
Be sure you have and alternate
means of contacting 911.

IMPORTANT: Emergency calls are routed to the PSAP for your designated Emergency Response Location. If your physical location differs from your designated location, required emergency service will be delayed or unavailable.

WARNING



In case of an emergency
911 CAN NOT be dialed
from this phone.
Be sure you have and alternate
means of contacting 911.