

FEDERAL VOICE OVER INTERNET PROTOCOL 911/E911 DISCLAIMER ACKNOWLEDGEMENT

FEDERAL REGULATIONS REQUIRE SYNCGLOBAL TO OBTAIN YOUR ACKNOWLEDGEMENT OF RECEIPT AND UNDERSTANDING OF THE FOLLOWING:

SyncGlobal Telecom's Service is provided using Voice over Internet Protocol ("VoIP") technology. SyncGlobal's Service includes 911/Enhanced 911 functionality ("911/E911") that may differ from the 911/E911 functionality provided with different services. As such, it may have certain limitations.

If you call 911 from your Primary Service Address, your call will be delivered to a trained emergency operator at the Public Service Answering Point ("PSAP") that serves your Primary Service Address, just as if you were calling using traditional telephone service. SyncGlobal also delivers your Primary Telephone Number and Primary Service Address with your E911 call. As with any multi-line telephone service, however, the direct-dial number of your individual telephone will not be delivered to the PSAP, nor will the actual address where you are located if you are not at your Primary Service Address when you call 911, unless you subscribe to SyncGlobal's 911 Direct or 911 Remote Direct Service.

SyncGlobal's Service uses the electrical power available at your premises or other locations where stations (telephones) may be located. If there is an electrical power outage, 911/E911 calling (and other SyncGlobal Service) may be interrupted if you do not provide backup power for your stations and internal network or if any such backup power fails or is exhausted. Further, calls over SyncGlobal's Service, including 911/E911 calls, may not be completed if there is a problem with network facilities, including network congestion, failure of network components or equipment or of power provided to either, or other technical problems. All SyncGlobal Service, including 911/E911, will be disabled if your account is suspended or terminated.

In order for a 911/E911 call to be directed to the correct emergency Public Safety Answering Point ("PSAP"), the address at which the calling station is physically located at the time of the call must be registered with SyncGlobal. This address is referred to as the "Registered Location" of the calling station. At the time that SyncGlobal establishes Service, SyncGlobal will enter your Primary Service Address as the Registered Location of all of your stations unless you provide one or more different Registered Locations for some or all of your stations. If you relocate any station to a different address without updating its Registered Location, 911/E911 calls from that station may be directed to the wrong PSAP, may transmit the wrong address, or may fail to complete altogether. You must provide SyncGlobal a new Registered Location before relocating any station to a different address by calling SyncGlobal's Customer Service or by other methods provided by SyncGlobal. SyncGlobal will need up to seven (7) business days to update each Registered Location in applicable databases before 911/E911 calls can be properly directed with the correct address information.

You may change your Registered Location at any time by calling SyncGlobal's Network Operations Center at 678-821-1662 (1NOC). There may be a delay of up to seven (7) business days before your new Registered Location is entered into the E911 database. Until then, any 911 calls will be directed to the PSAP associated with your old Registered Location, and that address will continue to be delivered with any 911 call.

YOUR RESPONSIBILITIES

It is your responsibility to notify your employees, guests, vendors, and others who may have occasion to use your SyncGlobal Service of the limitations on the availability of traditional 911/E911 services. In order to assist you with this responsibility, stickers to be placed on the telephones and other equipment that you use with SyncGlobal Service to alert users to the existence of these limitations will be provided during your installation. You may obtain additional stickers, if needed, by calling SyncGlobal Customer Service.