



808 N 5th Street, Alpine, TX 79830  
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## IP VOICE 911 LIMITATIONS

Dear Customer,

You hereby acknowledge and agree to all of the information below regarding the limitations for 911 service over IP Voice Service and the distinctions between 911 service over IP Voice Service versus 911 service over traditional telephone service. You agree to advise all individuals who may place calls over IP Voice Service of the 911 limitations described below.

BBT makes no warranty that IP Voice Service for access to 911 will be uninterrupted, timely, secure or error-free, or that battery backup power will be sufficient to maintain the service throughout any and/or all power outages.

911 service over IP Voice Service is only available at your service address, while connected to properly powered equipment and after telephone and long distance has been activated. If your service is provisioned with a portable device with a web user interface, and YOU MOVE YOUR DEVICE TO A PHYSICAL ADDRESS OTHER THAN THAT WHICH WAS USED AT THE TIME OF ACTIVATION, YOU MUST USE YOUR ONLINE WEB USER INTERFACE TO CHANGE YOUR 911 ADDRESS IN ORDER FOR EMERGENCY PERSONNEL TO BE ABLE TO PROPERLY ASSESS YOUR LOCATION. Note: Service provisioning is determined by available BBT facilities and therefore your service may not be portable and will not include a web user interface.

911 service over IP Voice Service will not function if your equipment fails or is not configured correctly, or if your IP Voice Service is interrupted or not functioning for any reason, including, but not limited to, in the event of a power outage (unless you have working back-up battery power), network outage, or disconnection of your service because of billing issues. If there is a power outage, you may be required to reset or reconfigure the equipment prior to being able to use your service including for 911 calling. You acknowledge that BBT strongly recommends you maintain at all times an alternative means of accessing 911 services, such as via traditional telephone service.

You acknowledge and understand that BBT will not be liable for any losses incurred directly or indirectly as a result of service outage and/or inability to dial 911 using your IP Voice Service or inability to access emergency service personnel for any reason, including but not limited to the 911 characteristics and limitations set forth in this document and/or the characteristics, limitations, and/or failure of the 911 network itself.

Without limiting any provisions of this agreement, you agree to defend, indemnify, and hold harmless BBT, its subsidiaries, affiliates, officers, agents, director, employees and any other service provider who furnishes services to you in connection with the IP Voice Service, from any and all claims, losses (including loss of profits or revenue), liabilities, damages, fines, penalties, demands, actions, costs and expenses (including, without limitation, reasonable attorneys' fees) by, or on behalf of, you or any third party or user of the BBT telephone and long distance service, regardless of the nature of the claim, including without limitation claims related to 911 dialing, arising from or in connection with any failure or outage of telephone or long distance service or any failure or outage of the 911 network itself.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Account Name (Printed)

\_\_\_\_\_  
Service Number(s)