



i-Call 911 Notifications and Disclaimer

I. 911 Information

911 is a public service provided by local public safety agencies in conjunction with telecommunications providers. The telecommunications service provider's responsibility is to route any call to 911 to a state's 911 service provider's switch, which then routes the call to the proper local emergency response center. Telecommunications providers, such as i-Land Internet Services LLC ("i-Land"), have no control over whether calls are delivered from the 911 service provider to the local emergency response center or how any calls delivered to such centers are answered or addressed.

When subscribing to a Voice Over IP (VoIP) service, such as i-Call, the voice services, including 911 dialing functionality, are provided over a broadband (internet) connection, rather than traditional copper wires. Because of this, the 911 dialing feature included in your i-Call services maybe impacted by factors such as electrical outages, broadband outages, and database inconsistencies due to changes in the location of your VoIP phone without properly updating the database. **It is essential that you be aware of these limitations, take necessary precautions, and inform all users of the services of the limitations by providing a copy of this Notice.**

1. **If there is a disruption to electrical power** at the location where the i-Call services are used, neither your i-Call services nor the 911 dialing feature will function until power is restored. After power is restored, you may need to reset or reconfigure your equipment and devices before full functionality is restored.

2. **If your broadband/internet connection is lost for any reason**, such as lack of connectivity, network congestion, suspension or termination of service, or disruption of power supply, neither your i-Call services nor the 911 dialing feature will function until the broadband connection is restored. After connection is restored, you may need to reset or reconfigure your equipment and devices before full functionality is restored.

3. **You should not move or change the location of your phone from the address registered with i-Land for 911 purposes. IF YOU MOVE THE PHONE, ANY CALL TO 911 WILL BE ROUTED TO THE WRONG EMERGENCY RESPONSE CENTER OR THE NATIONAL RESPONSE CENTER, BOTH RESULTING IN DELAYS IN RESPONSE TO THE EMERGENCY.**

II. Disclaimer and Indemnity

I have read the above 911 Information and understand that i-Land does not have any control whether, or the manner in which, calls using I-Land's i-Call 911 dialing service are answered or addressed by any local emergency response center. I understand that I-Land disclaims all responsibility for the conduct of local emergency response centers and the national emergency calling center and that I-Land relies on third parties to route 911 calls to local emergency response centers and to a national emergency calling center. I further understand that I-Land disclaims any and all liability or responsibility in the event that any third party data used to route calls is incorrect or yields an erroneous result. Finally, I understand that I-Land disclaims all liability for any i-Call service outage, any inability to dial 911 using my i-Call service or to access emergency service personnel due to the 911 dialing characteristics and limitations set forth above, and any delays resulting from misdirected 911 calls due to my movement of my phone to a different location.

I agree to defend, indemnify, and hold harmless i-Land, its officers, directors, employees, affiliates and agents from any and all claims, losses, damages, fines, penalties, costs and expenses (including, without limitation, reasonable attorneys' fees) by, or on behalf of, me or any third party or user of the i-Call service relating to the failure or outage of the i-Call service, including those related to 911 dialing.

By signing below, I warrant that I have authority to sign this document, I acknowledge the limitations of the i-Call services that i-Land is offering me, and I agree to the stipulations stated above.

Customer Signature

Printed Name

Title

Date



911 Customer Addressing Information and Database Updating Responsibilities

I-Land will enter the address shown below into the 911 database for all numbers assigned to this physical address, both at the time of initial deployment of services and at any time when additional lines are added to this location.

Address:

	Building/House Number
	Street Name
	Street Suffix (Street, Road, Way)
	Directional Suffix (East, West, NW)
	Building Suffix (Building A, Suite 1)
	City
	State
	Zip Code

If I need to move the location of my i-Call services, I will contact i-Land and file a revised version of this form with the new address. Otherwise, I will not move my i-Call services from the location set forth above.

I agree to defend, indemnify, and hold harmless i-Land, its officers, directors, employees, affiliates and agents from any and all claims, losses, damages, fines, penalties, costs and expenses (including, without limitation, reasonable attorneys' fees) by, or on behalf of, me or any third party or user of the VoIP service arising from my (Customer's) failure to contact i-Land to update my address.

By signing below, I warrant that I have authority to sign this document, I acknowledge my responsibility update the 911 database as set forth above, and agree to the stated limitations of liability.

Date:

Customer Signature