

IMPORTANT INFORMATION

About Your GLOBALINX E911 Service

Dear GLOBALINX Customer,

We want you to be aware that when 911 is dialed from your GLOBALINX phone, the service will not be the same as a traditional 911 service. The recent Federal Communications Commission (FCC) order requires all Internet phone service providers to inform their customers of these differences as identified in the Terms and Conditions found on www.GLOBALINX.com.

When 911 is dialed, GLOBALINX uses the address you provided to determine the nearest emergency response center and then sends your call to a general number at that center. The center will not have your address and may not have your phone number, thus you must provide that information in order to get help. Please login to your web account to ensure we have the correct address for you on record.

Other considerations are: if you move your device, you must update your 911 address information with the new address; if you add a new line to your account, 911 will need to be activated for that new line; if your broadband provider or GLOBALINX service is suspended or terminated for any reason, or in the event of a broadband or power outage, the 911 service will not function.

Please use the attached stickers to alert members of your household and visitors to limitations of E911 service. A sticker should be placed on each phone that operates through the GLOBALINX service.

Thank you for your cooperation.

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Changing the Way the World Communicates.™

www.GLOBALINX.com