

CornerStone's SkySphere Voice and 911

- 911 Dialing is Included
- 911 Dialing: CornerStone Activates, Customers Update
- 911 Dialing and SkySphere Voice Service Do Not Function During a Power or Broadband Outage

911 Dialing is Included: One of the many benefits of SkySphere Voice is that you can use your phone service from many locations (e.g. bring your desk-phone from one office to another, use your Softphone from your laptop while you're at a hotel).

911 Dialing: CornerStone Activates, Customers Update: CornerStone activates your 911 service when we install SkySphere Voice, registering the 911 service address as where we install the phones. When you use your phone from a different location, you'll manage address updates. We give you a simple way to update your account so you have reliable, effective 911/E911 services. With your updates, we'll make sure any 911 calls made from your phone are supported by the nearest local emergency center.

911 Dialing and SkySphere Voice Service Do Not Function During a Power or Broadband Outage: 911 Dialing service will not function in the event of a broadband or power outage or if your broadband, ISP or CornerStone SkySphere Voice phone service is terminated.

Review our Terms of Service and read more about Using SkySphere Voice 911.

Using SkySphere Voice 911

You'll Update Your Address

CornerStone makes sure your SkySphere Voice primary address (the location you or your company provided us when you established service with CornerStone) is established as your 911 service address. When you use your SkySphere Voice phone from any other address, you'll take a couple of minutes to update an online form to tell us the street address where you will be using your service. Depending on the accuracy of the address you provide, 911 calls made from your SkySphere Voice phone are routed either directly to the nearest emergency call center or to our National Emergency Call Center. If your updated address is in an area where landline 911 service is available, and you enter the correct address, your 911 calls will be routed directly to the nearest emergency call center. If the address information you provided was inaccurate or incomplete, the call will be routed to our National Emergency Call Center. From there a trained agent will need to speak with you to ask your location and call back number. Once the agent speaks to you, hears from you your location, they will contact a local emergency call center in your area. Again, in this scenario, you must provide your callback number and your location information.

911 and E911

When using CornerStone phone service from your primary location, you most likely have access to either Enhanced 911 (E911) or basic 911 service depending on availability from the local government, law enforcement or emergency services organization serving your area. With E911 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 access to the information they need to send help and call you back if necessary.

Customers in locations where the emergency center is not equipped to receive your telephone number and address have basic 911. With basic 911, the local emergency operator answering the call will not have your call back number or your exact location, so you must be prepared to give them this information. Until you give the operator your phone number, he/she may not be able to call you back or dispatch help if the call is not completed or is not forwarded, is dropped or disconnected, or if you are unable to speak. As additional local emergency centers become capable of receiving our customers' information, CornerStone will automatically upgrade customers with basic 911 to E911 service. CornerStone will not give you notice of the upgrade.

Types of 911 Services Available Depend on the Service Address

Certain customers using SkySphere Voice when they are traveling may be in an area where they don't have access to either basic 911 or E911. If you don't have access to basic 911 or E911 your 911 call will be sent to our National Emergency Call Center. A trained agent at the center will ask for the name, telephone number and location of the customer calling 911, and then contact the local emergency center for such customer in order to send help. Examples of situations where 911 calls will be sent to our National Emergency Call center include:

- When there is a problem validating a customer's address
- The customer is identified with an international location, or
- The customer is located in an area that is not covered by the landline 911 network.

Emergency personnel do not receive your phone number or physical location when your 911 call is routed to the the national emergency call center. You will need to clearly communicate that information to the Emergency personnel.

Log on to update your account

Updating your address is easy – just go to www.whateverwedecidetheURLis.com, log into your account, select SkySphere Voice mobile 911, and follow the instructions. If you do not register your new location, any 911 call you make may be sent to an emergency center nearest the last location your line is registered. Once you've updated your location information with valid address, you'll see a successful response indicator. Keep in mind it can take several hours for the address change to go into effect.

Remember, our 911 Dialing service will not function in the event of a broadband or power outage or if your broadband, ISP or SkySphere Voice phone service is terminated.

Please see our Terms of Service for more information about our 911 Dialing feature.

TERMS OF SERVICE

EMERGENCY SERVICES - 911 DIALING.

Section 1

911 Dialing.

911 dialing when using your CornerStone ZiPhone softphone or your SkySphere Voice desk phone from any location other than your primary address location is different than traditional 911 service.

Section 2

CornerStone SkySphere Voice 911 Disclosure Agreement.

SkySphere Voice 911 DISCLOSURE

SkySphere Voice 911 service is different from traditional wireline 911 and cellular/wireless 911, but it is a safe and reliable means of emergency dialing that may differ depending on where you are located, and the device used, when using your SkySphere Voice service.

SkySphere Voice customers have access to Enhanced 911 (E911), basic 911 or our national emergency call center. With E911 service, when you dial 911 your SkySphere Voice phone number and registered address is sent to the local emergency center serving your location, and emergency operators have access to this information in order to send help and call you back if necessary. With basic 911, when you dial 911, local emergency operators answering the call may not see your SkySphere Voice telephone number or your registered address. The emergency center may not be equipped to receive, capture or retain your SkySphere Voice telephone number and registered address, so you must be prepared to give them this information. Until you give the operator your phone number, he/she may not be able to call you back or dispatch help if the call is dropped or disconnected, or if you are unable to speak. Once local emergency centers are capable of receiving our customers' information, we automatically upgrade customers with basic 911 to E911 service.

If you do not have access to either basic 911 or E911 for any reason, your 911 call will be sent to our national emergency call center, where a trained agent will ask for your name, telephone number, and location, and then transfer you to the local emergency center nearest to your location.

We require you to provide the physical address where you will be using our service for 911 purposes. For E911 and basic 911, this address is used to route 911 calls to your local emergency center. When you initially provide your physical address, it can take up to 120 minutes to verify your address and activate 911 service at this address. You will receive an email letting you know when 911 service is activated.

If you move this device to another location, you must update your address. You may register only one location at time. If you do not update your location, your 911 calls may be sent to an

emergency center near your old address. When you update your location, it can take several hours to activate 911 service at the updated address. You will receive an email letting you know when 911 service is activated at the updated address.

If you use our call forking service, you selected a service that allows you to utilize the same telephone number on two different devices. For instance, the same telephone number can be used from your office desk as well as from the ZiPhone softphone on your laptop. For 911 purposes, you need to select which physical location you wish to assign to the telephone number – either the your office address or the address where you're using your ZiPhone softphone. You'll update the physical location of the device you are traveling with. If the device in the office is used to dial 911, the registered address will not be accurate and so the caller must communicate details of their physical location to the agent at the Emergency Response Center.

Please note that our 911 Dialing service will not function in the event of a broadband or power outage or if your broadband, Internet Service Provider (ISP), or CornerStone phone service is terminated.