

**CornerStone Telephone Company**  
**SkySphere Voice ZiPhone softphone**  
**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**

**SkySphere Voice 911 DISCLOSURE AGREEMENT**

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 a 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.

Customer Name: \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_