

IMPORTANT INFORMATION REGARDING USE OF YOUR Franklin TELEPHONE COMPANY VoIP 911 SERVICE

911 Service from Franklin Telephone Company is designed to allow you to reach emergency response services by dialing the digits 911. Franklin Telephone Company provides 911 Service to all of its customers as a standard, mandatory feature. You do not need to specifically request 911 Service. However Franklin Telephone Company's VoIP 911 Service operates differently than traditional 911 service and there may be circumstances when Franklin Telephone Company's VoIP 911 Service may not be available or in some way may be limited in comparison to traditional 911 service.

We have prepared for you our VoIP 911 User Guidelines designed to provide you with some helpful information to assist you with using Franklin Telephone Company's VoIP 911 Service and some important information to utilize when calling 911 from Franklin Telephone Company's VoIP Service:

- Always inform all persons who may be present at the physical location (i.e., "Registered Location") where you use Franklin Telephone Company's VoIP Service of the circumstances under which 911 may not be available or may be limited in comparison to traditional 911 service.
- Be prepared to provide the emergency operator with the physical address and phone number where you are calling from, location address.
- Be sure to keep your Registered Location current and updated with Franklin Telephone Company at all times. Franklin Telephone Company will attempt to provide the emergency operator with the address of your Registered Location, so please ensure that your information on file with us is always accurate and updated. If you cannot provide the emergency operator with the address and phone number you are calling from (for example, if you are unable to speak during a 911 call), the emergency operator may assume that you are calling from the last Registered Location that is on file.
- If, for any reason, your Registered Location should change, please immediately update it by contacting Customer Care at 877-422-1212. Please be aware that there may be a delay before your updated Registered Location is available for Delta Telephone Company's 911 Service.
- Always prominently display the "911 stickers" on all of your VoIP phones and calling devices. These 911 stickers were provided to you by Franklin Telephone Company when you purchased your phone.
- When you dial 911, always be prepared to confirm your current location and call-back number with the 911 operator who answers your call since the operator may not have this information.
- Do not hang up on the 911 operator unless you are told to do so by the operator.
- If, for any reason, you are disconnected with the 911 operator, please immediately re-dial 911.
- If you are located outside of the contiguous United States 911 service is not available using Franklin Telephone Company's VoIP Service.
- Remember that 911 may not be available during a power outage. Please make alternative 911 dialing arrangements by, for example, ensuring you always have a mobile or other phone available.
- Remember that 911 will be unavailable during an Internet outage. Please make alternative 911 dialing arrangements by, for example, ensuring you always have a mobile or other phone available.
- Visit our website often to keep up-to-date of any potential limitations or change regarding our VoIP service and the utilization of Franklin Telephone Company's VoIP 911 Service.
- For more information about interconnected VoIP and using 911 you may visit the FCC's VoIP 911 website at