



BLUE FIBER 911 DISCLAIMER

(July 16, 2021)

PLEASE READ THIS INFORMATION REGARDING 911 VERY CAREFULLY. BY ACTIVATING AND PAYING FOR THE SERVICE, YOU ACKNOWLEDGE AND AGREE TO THE LIMITATIONS OF YOUNGSVILLE TELEVISION CORPORATION d/b/a BLUE FIBER (BLUE FIBER) 911 EMERGENCY DIALING SERVICE AND UNDERSTAND THE DISTINCTIONS BETWEEN SUCH SERVICE AND TRADITIONAL 911 OR E911 CALLS.

- **911 SERVICE DOES NOT WORK IF YOU FAIL TO REGISTER OR UPDATE THE 911 SERVICE WITH YOUR CURRENT LOCATION**
- **911 SERVICE WILL NOT WORK IF THERE IS AN ELECTRICAL OR INTERNET SERVICE OUTAGE DUE TO ANY CAUSE**
- **911 SERVICE WILL NOT WORK IF YOUR SERVICE HAS BEEN CANCELLED BY YOU OR TERMINATED BY BLUE FIBER**
- **YOU INDEMNIFY BLUE FIBER FOR ANY FAILURE IN THE 911 SERVICE**

Blue Fiber voice customers have access to basic 911 or Enhanced 911 (E911) service. Enhanced 911 (E911) service is available for all customers who register a valid E911 service address.

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.

If you live in a location where the emergency center is not equipped to receive your telephone number and address, you 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 and location, 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' telephone number and address information, customers will need to register a valid E911 service address to upgrade the service to E911. Blue Fiber will not inform you that new local emergency centers have been added. If your address is not covered by E911 service, Blue Fiber advises you to attempt to register your address periodically to determine if a new local emergency center has been added to your area.

Notify All Users You, the Customer, are responsible for informing any household residents, guests and other third persons who may be present at the physical location where you utilize the 911 service of the important differences in and limitations of 911 service as compared with traditional 911 land line or cell phone service.

Registration of Physical Location Required For each primary phone number that you use for the Voice Service, you must register with Blue Fiber the physical location where you will be using the Voice Service with that phone number. When you move the Voice Phone to another location, you must register your new location. If you do not register your new location, any 911 calls you make using the 911 service may be sent to an emergency center near your old address. You must register your initial location of use when you subscribe to the Voice Service.

Thereafter, you may register a new location by following the instructions from the "911" registration link in your Blue Fiber online account or by calling us at 814-563-3336. For purposes of the 911 service, you may only register one location at a time for each primary phone line you use with the Voice Service.