



E911 AGREEMENT FORM (INTERNET PHONE OR HPBX)

Account Name (Print) _____ Account # _____

Phone # _____

The Federal Communications Commission requires that Madison Network Systems, Inc. (aka "Company") notify you about certain limitations on Company's Internet Phone E911 service:

YOU MUST PROVIDE YOUR CORRECT ADDRESS TO COMPANY. If you do not correctly identify the address where your MTA/ATA modem or Fiber Optical Network Terminal (ONT) is located, or if you move either of them away from the original address, your emergency calls may be routed to the wrong emergency authority, or emergency personnel may be misdirected to the wrong address.

YOU MUST NOT RELOCATE THE MTA MODEM TO A DIFFERENT ADDRESS. If you change addresses, you must contact Madison at 800-422-4848 for information as to whether the services can be transferred to your new address and costs associated with relocation. If you want to disconnect your Internet Phone service, you must contact Madison at 800-422-4848 and request the disconnection of Internet Phone service.

THERE MAY BE A DELAY UNTIL YOUR ADDRESS IS ENTERED IN THE E911 DATABASE. When you initially order Internet Phone service or notify Madison of a change in service address, there may be a delay before the address change is entered in the E911 database that is used by the emergency service provider.

USE OF A NON-NATIVE PHONE NUMBER MAY LIMIT EMERGENCY AUTHORITIES ACCESS TO YOUR LOCATION INFORMATION. If you use a phone number from a different exchange, emergency personnel may be unable to determine the location from which you are calling.

POWER OUTAGES MAY DISRUPT YOUR E911 SERVICE. You will not be able to place or receive calls, including calls to access 911 in the event of a power outage unless you have a backup source of power (i.e.: generator or another backup power supply, such as a battery). A current version of Madison's FCC Backup Power Customer Notice is available at www.gomadison.com.

BROADBAND OR CUSTOMER PREMISE EQUIPMENT (CPE) CONNECTION FAILURE WILL DISRUPT YOUR E911 SERVICE. In the event that Madison experiences a facilities outage or you experience a CPE outage, you will not be able to place or receive calls, including calls to ccess 911. This also includes improper installation or configuration of the CPE or MTA/ATA modem.

E911 LIMITATION WARNING STICKERS WILL BE PLACED ON YOUR MTA/ATA MODEM. Madison will place these stickers on your MTA/ATA modem as a courtesy reminder.

By signing this form I acknowledge that I understand and agree with the terms, conditions and limitations set forth in the E911 Agreement Form and Company's Terms and Conditions for Services.

I also acknowledge that I am at least 18 years of age and the person responsible for making decisions regarding voice services for this account. If I do not agree to the terms and conditions that are set forth in these documents, I must cancel my service immediately. I also agree to inform any household residents, guests and other third persons who may be present at the physical location of the limitations of the E911 service.

Company reserves the right to modify and/or amend these documents at any time. A current version of the Company's Terms and Conditions for Services is available on our website at www.gomadison.com or you may contact Customer Care at 800-422-4848 for further information.

Customer Name (Print) _____

Customer Signature _____

Date _____