



RS Fiber Cooperative E911 Service Policy

As a new customer, you can expect to enjoy the many benefits of RS Fiber Cooperative telephone service. Among these services is RS Fiber Cooperative's reliable and easy to use E911 service, which operates much like those provided by traditional telephone companies. RS Fiber Cooperative hopes that the need never arises; but in the event that you ever need to access emergency services such as fire, police or ambulance, you can do so from your telephone by dialing 911. When you dial 911, your call will be routed directly to the nearest public safety operator, who will dispatch the appropriate emergency service. To help emergency services quickly find you, your telephone number and address will be electronically routed to the operator.

RS Fiber Cooperative's E911 service will not operate if RS Fiber Cooperative service has been suspended for any reason.

You will not be able to use RS Fiber Cooperative's E911 service if your RS Fiber Cooperative telephone service has been suspended for any reason including, for example, non-payment. RS Fiber Cooperative's E911 service may not operate if your RS Fiber Cooperative broadband connection is disrupted.

RS Fiber Cooperative E911 service may not operate during a power outage.

Your RS Fiber Cooperative telephone network is supported by a backup system that provides emergency power in the event of a power outage. This backup system is designed to ensure the full-time availability of E911 services, but if power is unavailable you still may not be able to make 911 calls.

RS Fiber Cooperative Provided Telephone Equipment:

To ensure that 911 calls are properly routed do not move or relocate the RS Fiber Cooperative provided customer premises equipment installed by an RS Fiber Cooperative technician, whether within or outside of your home. If you use RS Fiber Cooperative's services from an address that is different from the address where the RS Fiber Cooperative equipment is installed, RS Fiber Cooperative's E911 service will not function properly. E911 service also will not function properly if the RS Fiber Cooperative provided customer premises equipment becomes disabled or damaged. In the event that the RS Fiber Cooperative provided customer premises equipment becomes disabled or damaged or you are moving and need to change your service address, you must contact RS Fiber Cooperative at **(800) 628-1754** or stop in and see us at any of our local retail offices. Do not remove or move the RS Fiber Cooperative installed customer premises equipment; RS Fiber Cooperative has trained technicians for this purpose.

You must maintain alternative means of contacting E911 services in the event of any of the above occurrences. You should inform all users or potential users of your telephone about the E911 service limitations.

Third Party Applications And Services:

Certain third party applications, such as Magic Jack or Vonage that use an Internet connection may under certain circumstances, such as (1) if our network or facilities are not operating or (2) if normal electrical power to the cable modem is interrupted would prohibit the use of 911 services. You also understand and acknowledge that the performance of a battery backup is not guaranteed. If the battery backup does not provide power, the cable modem will not function until normal power is restored.

For that reason, RS Fiber Cooperative is not responsible for compatibility of third party application products.