

Important 911 Advisory Response Required



**lower cost
phone**

Mediacom[®]
the power to simplify

Dear customer:

Thank you for choosing Mediacom's lower cost phone. We believe we have a great product and are excited about giving you a new choice in phone service at an excellent value. **We are required by the Federal Communications Commission (FCC) to obtain your acknowledgement that you have received and understand this advisory. Please take the time to read this advisory carefully.**

Your Mediacom phone service includes Enhanced 911 (E911) as a standard feature wherever the local emergency network supports it*, but there are certain circumstances in which E911 may not be available. For your safety, and that of your family, we want to make sure you understand both the capabilities and limitations of our E911 service.

Enhanced 911 allows us to deliver your address and call-back number automatically to local 911 emergency service personnel when you need help. You will be able to reach an emergency operator by dialing 9-1-1 as soon as your service is installed. But there will be a delay of 24 to 48 hours after installation before you are entered into the location database that delivers your address to emergency personnel.

E911 will not be available or function properly:

- If there is a power outage in your home.
- If there is a problem with the network or equipment used to provide Mediacom phone service, including a problem with network facilities, equipment, power or another technical problem, or if the Mediacom equipment in your home fails, is moved or interfered with.
- If you violate the subscriber agreement by relocating the equipment from the physical address where Mediacom phone service was installed, which will render the service inoperable or cause emergency authorities to respond to the wrong address, or if you do not provide the correct service address in the first instance.

Please consider these limitations carefully and make sure you and your family are prepared in case Mediacom phone service E911 is not available in an emergency. We strongly urge you to take the time now to identify an alternative means for contacting emergency services and make sure all members of your household have ready access.

Please retain one copy of this advisory for your records and sign, date and return the second copy to the installer. Also, please place the enclosed stickers on or near all phones connected to Mediacom phone service to alert guests and members of your family who may not see this advisory. Please contact us at 1-866-321-1667 if you would like further information or additional stickers.

I am at least 18 years of age and am authorized to make decisions regarding this account. I have read and I understand the information provided above about Mediacom phone service and have received stickers to place on or near my phones.

Signature: _____

Date: _____

Name: _____

Service Address: _____

Mediacom Phone Service No.: _____

* Where the local emergency network does not support E911, we provide Basic 911, which connects you to an emergency operator when you dial 9-1-1, but does not provide your address. The capabilities and limitations in this Advisory also apply to the availability of Basic 911 except as they pertain to address information. In a few locations, there is no local emergency network to support 911 calling.