

SOME IMPORTANT INFORMATION ABOUT ADVANCED PHONE'S E911 SERVICE

Thank you for choosing Advanced Cable Communication's ("ACC") voice over Internet Protocol services ("Advanced Phone"). Please take a few moments to review the Advanced Cable Communications Subscriber Agreement and the Important Information Regarding Advanced Phone, located at www.advancedcable.net. These documents set forth the terms and conditions under which ACC will provide its Advanced Phone services to you. In addition, The Federal Communications Commission requires that we notify you about certain limitations on Advanced Phone's E911 service:

YOU MUST PROVIDE YOUR CORRECT ADDRESS TO ACC. If you do not correctly identify the address where your multimedia terminal adaptor ("MTA") is located, or if you move the MTA 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 EXPRESSLY ACKNOWLEDGE THAT YOU HAVE THE RESPONSIBILITY TO IMMEDIATELY NOTIFY ACC OF ANY CHANGE IN YOUR SERVICE ADDRESS. You must not relocate the MTA to a different address. If you change residences, you must contact ACC at 954-753-0100 for information on whether the Advanced Phone services can be transferred to your new residence and what the relocation will cost. If you wish to disconnect the Advanced Phone services, you must contact ACC for information on the necessary procedures and cost.

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

USE OF A NON-NATIVE TELEPHONE NUMBER MAY LIMIT EMERGENCY AUTHORITIES' ACCESS TO YOUR LOCATION INFORMATION. If you are using a non-native telephone number (a telephone number from a different exchange than the one in which you are using the Advanced Phone services), emergency authorities or personnel may be unable to determine the location from which you are calling.

POWER OUTAGES MAY DISRUPT YOUR E911 SERVICE. ACC's Advanced Phone services use the electrical power in your home. If there is an electrical power outage, the MTA has battery backup providing up to 8 hours of backup power. If the battery is uncharged, discharges, is improperly installed or malfunctions during a power outage, 911/E911 calling will be interrupted. YOU EXPRESSLY ACKNOWLEDGE THAT YOU WILL NOT BE ABLE TO PLACE OR RECEIVE CALLS, INCLUDING CALLS TO ACCESS EMERGENCY 911 SERVICES, IF YOU ARE EXPERIENCING A POWER OUTAGE AND THE BACKUP BATTERY IS UNCHARGED, DISCHARGES, IS IMPROPERLY INSTALLED OR MALFUNCTIONS.

BROADBAND CONNECTION FAILURE AND NETWORK CONGESTION WILL DISRUPT YOUR E911 SERVICE. YOU EXPRESSLY ACKNOWLEDGE THAT YOU MAY NOT BE ABLE TO PLACE OR RECEIVE CALLS, INCLUDING CALLS TO ACCESS EMERGENCY 911 SERVICES, IF THERE IS A PROBLEM WITH NETWORK FACILITIES, INCLUDING NETWORK CONGESTION, NETWORK/EQUIPMENT FAILURE, OR ANOTHER TECHNICAL PROBLEM, OR IF THE NETWORK IS

UNDERGOING MAINTENANCE. YOU FURTHER ACKNOWLEDGE THAT THERE MAY BE A GREATER POSSIBILITY OF NETWORK CONGESTION AND REDUCED SPEED IN THE ROUTING OF A 911 CALL MADE WITH THE ADVANCED PHONE SERVICES AS COMPARED TO TRADITIONAL TELEPHONE SERVICES.

YOUR E911 SERVICE WILL NOT WORK IF YOUR MTA, OR OTHER EQUIPMENT REQUIRED FOR THE ADVANCED PHONE SERVICES IS IMPROPERLY INSTALLED OR CONFIGURED. If you do not agree to the terms and conditions set forth in these documents, you must cancel service immediately. Your enrollment in, use of or payment for the Advanced Phone services indicates your acceptance of these terms and conditions and any amendments that may be made from time to time. A current version of ACC's Subscriber Agreement and Important Information Regarding Advanced Phone, is available online at www.advancedcable.net. For additional assistance, you may contact our Customer Service Department by phone at 954-753-0100, or by mail at 12409 NW 35th Street, Coral Springs, FL 33065.

Warning Stickers

ACC has attached a warning sticker to the MTA advising of the above limitations. Additional warning stickers are available to you if you wish to place them on or near your telephones.