

E911 and Alarm Information Agreement
IMPORTANT INFORMATION ABOUT E911 AND OPTIMUM VOICE® SERVICE

Welcome to the Optimum Voice!

We welcome the opportunity to install our Optimum Voice service at your place of business today and wish to share some important information with you about our Enhanced 911 Service (E911) and service limitations.

Enhanced 911 Service (E911) Limitations

- Your E911 service will not operate if you move your Optimum modem to a new address without notifying Cablevision. If you do not notify Cablevision of a change in service address, the emergency service provider handling the E-911 call will see the service address on file with Cablevision. It is also possible that any 911 calls may be misdirected to the wrong emergency service provider who either may not be able to provide assistance, or may delay dispatch of emergency service personnel. If you wish to move your Optimum modem to another address, you must contact Cablevision Customer Service to ensure that E911 service will continue to work properly. Therefore, in order to have 911 calls routed correctly, the customer acknowledges responsibility to promptly notify Cablevision of any change in service address.
- If your service is disconnected by Cablevision, or if the service to your business is interrupted for any reason, you will not have access to E911.
- Optimum Voice for business will be provided with its own power supply when installed at the customer premise. If there is a local power outage at the customer premise the service will continue to work for as long as the battery is functional. Once the battery runs out of power, it will not be possible to place or receive calls including calls to emergency 911 services.
- If there is a disruption to or outage of the cable network or facilities, the Optimum Voice service will not work. The customer expressly acknowledges that in such cases it will not be possible to place or receive calls including calls to emergency 911 services.
- During the initial 72 hours of service at a customer's new address, customer may be required to provide the E911 operator with the new service address.

Please initial:

☐ I acknowledge that I've read and understand the limitations regarding Optimum Voice E911 service as outlined above.

Security Systems

▪ **Fire Alarm, Medical Alert or High Security Alarm**

Cablevision **does not** support the use of Optimum Voice as a connection for emergency medical alert systems or high security monitoring systems (UL 681 or similar) for any service location. Cablevision **does not** support the use of Optimum Voice as a connection for fire alarm systems (UL 864 or similar) for service locations in Pennsylvania. If Optimum Voice for Business is used as a connection between fire alarm systems (UL 864 or similar) and the central station monitoring for a Subscriber service location as permitted hereunder, Subscriber agrees that it will be solely responsible for contacting its authorized central station monitored fire alarm system provider to test and verify that the central station monitored fire alarm system is in good working order following Cablevision's Service installation, including the testing of proper line seizure functionality and the successful transmission of signals to the supervising station.

If you have a centrally monitored security system (that is **not** high security monitoring system or an emergency medical alert system) or a fire alarm system (except for businesses with a service location in Pennsylvania), Optimum Voice will be wired so that it may be available for use with such system. Although Optimum Voice will supply a connection that will allow the operation of such existing centrally monitored system, Optimum Voice does not guarantee that any such system will be in complete operational order following the installation of Optimum Voice. As such, it is your obligation to contact your system provider to inform them of your Optimum Voice installation and any change in phone number and to request a complete operational test of such system immediately following installation of your Optimum Voice service. In addition, it is your responsibility to test your system on a regular basis. In the event of a large-scale power outage or network outage (whether unplanned or maintenance related), your Optimum Voice service, including any security system, which uses Optimum Voice to connect to central station monitoring, will not function.

I acknowledge receipt of this notice setting forth the limitations of the Optimum Voice service and I have signed below to confirm my understanding.

Authorized Customer Signature

Date

OFFICIAL USE ONLY

Corp [_____] Account [_____] -- [_____]

☐ Customer declined signature.