

Transformyx Alternate Provider E911 Terms and Conditions

- **Transformyx** – Transformyx, Inc and its contractors, agents, employees, associates, shareholders, partners and anyone working with or for Transformyx, Inc and its subsidiaries.
- **Customer** - You, the person or entity, and its contractors, agents, employees, associates, shareholders, partners, or associates using the Transformyx telephone service.
- **911** - Emergency call service typically used for delivering emergency calls to a public safety access point.
- **PSAP** - Public Safety Answering Point, VoIP: Voice over IP

Terms & Conditions

Due to pursuant FCC rulings and regulations, all customers who are using Transformyx Hosted Phone Solutions as their primary business telephone service must activate 911 Emergency Services on at least one of their telephone numbers.

Enhanced 911, the portion of our 911 service which delivers physical address information to your local PSAP is not guaranteed. It is possible that your physical address information may not be passed to the PSAP dispatcher. On occasions such as this you will be required to give the dispatcher the location of your emergency in order to receive emergency service assistance.

Unfortunately, Enhanced 911 service is not available to every location within the United States at this time. Our provider, is working rapidly to expand their coverage areas within the US and is expecting to cover all area of the United States soon. For locations e911 is not currently available; you will be required to announce the location of your emergency to the PSAP dispatcher.

Due to the nature and instability of VoIP networks, we cannot and do not guarantee your emergency call will go through. Loss of power, Internet access and or several other conditions may cause 911 to be inoperable. We have no control over those types of situations therefore are not held liable. Transformyx will do everything within their power to prevent service outages within its network.

In order for e911 address information to be passed to your local PSAP dispatcher, Transformyx will set each extension at the location with a special outbound caller-id. Customer is required to provide immediate notice anytime a new extension is added or moved from the location. If Transformyx is not notified of this change, any calls to 911 from the extension may result in emergency officials arriving at the wrong location or 911 not working at all.

By using an alternate provider for Enhanced 911 service, Customer agrees that Transformyx, its contractors, executives, members, customers, agents, employees, carriers, 911 providers, and any anyone else associated with Transformyx is not held liable for emergency calls failing, even if it is determined that it is the fault of Transformyx or its associates. Customer further agrees that they will notify their Customers, contractors, agents, employees, associates, shareholders, partners, and anyone who may use the Transformyx 911 service of our limitations and make Customers agree to not hold Transformyx or Customer liable.

By signing below, you agree to the previously stated Terms and Conditions of our alternate 911/e911 service.

(Authorized Customer Representative Signature)

(Date)

(Authorized Customer Representative Name)

(Title)

(Customer Company Name)