

AMENDMENT TO UNITI AGREEMENT

This AMENDMENT ("Amendment") effective as of the latter of the signature dates below, amends the Agreement, in addition to any and all related addenda or amendments (collectively, the "Agreement"), by and between CKy911/LFUCG ("Customer") and the Uniti legal entity(ies) providing the Service to Customer, as identified on Customer's bill ("Uniti").

TERMS OF AMENDMENT

Uniti and Customer hereby agree to amend the Agreement by moving, adding or changing Services at an existing Service location or adding a new Service location, as identified in Quote# 2917978, attached hereto and hereby incorporated into the Agreement. The Services to be provided at such Service locations and rates for the same are also set forth in the Quote, along with other applicable terms and conditions.

SECTION 11b - EFFECT OF TERMINATION - LIQUIDATED DAMAGES - Uniti and Customer hereby agree that Customer shall not be liable for Liquidated Damages per the Terms of the Agreement. Customer shall be allowed to terminate services upon thirty (30) days prior written notice to Uniti, without liability for Liquidated Damages as specified in the Agreement. Customer shall remain obligated to pay Uniti for all Services rendered up to and including the effective date of such termination. For avoidance of doubt, this provision is only applicable to the Services identified on Quote# 2917978.

SECTION 12 - LIMITATION OF LIABILITY; INDEMNIFICATION - Uniti and Customer hereby agree that the last sentence of SECTION 12 - LIMITATION OF LIABILITY; INDEMNIFICATION in the Uniti Solutions Terms and Conditions shall be modified to include the following: "TO THE EXTENT ALLOWABLE BY LAW, CUSTOMER SHALL INDEMNIFY, DEFEND, AND HOLD UNITI HARMLESS IF CUSTOMER'S USE OF THE SERVICES CAUSES A THIRD PARTY TO MAKE A CLAIM AGAINST UNITI. THIS SHALL NOT BE DEEMED A WAIVER OF SOVERIGN IMMUNITY OR ANY OTHER THIRD PARTY DEFENSE AVAILABLE TO CUSTOMER."

Except as modified by this Amendment, the terms and conditions set forth in the Agreement remain unchanged. All amended Services are subject to the Term stated on the Quote.

IN WITNESS WHEREOF, this Amendment is hereby duly executed by an authorized representative of each Party hereto.

CKy911/LFUCG (Customer)	UNITI and its affiliates (Uniti)
SIGNATURE: <u>Linda Gorton</u>	SIGNATURE: <u>J. Kneeland</u>
AUTHORIZED REP. (PRINTED NAME): <u>Linda Gorton</u>	AUTHORIZED REP. (PRINTED NAME): <u>Jocelyn Kneeland</u>
TITLE: <u>Mayor</u>	TITLE: <u>Director, Customer Success</u>
DATE: <u>5/12/26</u>	DATE: <u>5/16/24</u>

Account Summary

Customer Name	CKy911/LFUCG
Quote #	2917978
Uniti Representative	Amy Campbell
Contract Term Length	36 Months
Effective Date	February 10, 2026

Summary of Charges (Total for All Locations)

Product	Monthly Recurring Charges	One-Time Charges
Internet Service	\$1,378.48	\$0.00
Total*	\$1,378.48	\$0.00

The Monthly Recurring Charges represented above DO NOT include the taxes or charges that Uniti passes on to governmental entities AND the following Uniti fees and surcharges: Access Recovery Charge of up to \$3.00 per line or a maximum of 5 per trunk. Regulatory Assessment Surcharge of up to 8% (or for future increases with prior notice, the then-current tariff rate) applies to Interstate and International charges in the following states MN, NY and PA. An Administrative Service Fee of up to 18% (or for future increases with prior notice, the then-current tariff rate) applies to Interstate, Intrastate and Internet services monthly charges in all states except MN, NY and PA.

Service Agreement Summary

This Service Agreement is subject to and controlled by the Uniti Solution Service Terms and Conditions and the service-specific terms and conditions located at <https://solutions.uniti.com/legal>, including how such terms may be modified from time to time, and all of which are hereby incorporated herein by reference. Rates are subject to change on 30 days' notice via bill message on customer's invoice. By your signature you warrant that you have read, understand and agree to the Service Agreement, Uniti Service Terms and Conditions and applicable service-specific terms and conditions, and acknowledge that you are authorized to sign this Service Agreement and order the Service(s) as outlined herein.

CUSTOMER	UNITI
Signature: <u>Linda Gorton</u>	Signature: <u>J. Kneeland</u>
Printed Name: <u>Linda Gorton</u>	Printed Name: <u>Jocelyn Kneeland</u>
Title: <u>Mayor</u>	Title: <u>Director, Customer Success</u>
Date: <u>5/12/26</u>	Date: <u>5/16/26</u>

This offer is voidable by Uniti if not signed and returned by 3/27/2026.

Location Summary

Location Name	Monthly Recurring Charges	One-Time Charges	Credits
LEXINGTON DIV OF ENHANCED 911	\$1,378.48	\$0.00	\$0.00

Location Detail

Location Name	LEXINGTON DIV OF ENHANCED 911	Account Number	205014424
Location Address	115 CISCO RD , LEXINGTON, KY 40504		

Monthly Recurring Charges

Product	Qty.	Unit Price	Total Price
Internet Service			\$689.24
DEDICATED INET BANDWIDTH-100M	1	Included	
Internet Service (100.0 Mbps)	1	Included	
Managed Router - Advanced	1	Included	
Managed Router Equipment	1	Included	
MPLS VPN - Intrastate	1	Included	
ADDITIONAL 4 IP ADDRESSES	1	\$0.00	\$0.00
Internet Service			\$689.24
DEDICATED INET BANDWIDTH-100M	1	Included	
Internet Service (100.0 Mbps)	1	Included	
Managed Router - Advanced	1	Included	
Managed Router Equipment	1	Included	
MPLS VPN - Intrastate	1	Included	
ADDITIONAL 4 IP ADDRESSES	1	\$0.00	\$0.00
		Total	\$1,378.48

Jurisdictional Traffic Certification

THIS JURISDICTIONAL TRAFFIC CERTIFICATION ("Certification") is between Uniti and CKy911/LFUCC ("Customer"), and supplements the Service Agreement identified by Quote # 2917978 ("Agreement") between Uniti and Customer ("Parties").

WHEREAS, Uniti and its affiliates are subject to certain Federal Communications Commission ("FCC") jurisdictional classification reporting requirements;

WHEREAS, Customer has ordered certain Services that are considered private line or similar;

WHEREAS, to comply with the FCC reporting requirements, Uniti's customers subscribing to private line or similar services must provide a traffic usage certification as outlined herein;

WHEREAS, private line services may be used to either carry telecommunications traffic within only the Customer's state (intrastate) or 10% or greater of the telecommunications traffic is carried outside of the state (interstate);

WHEREAS, the classification of Customer's traffic is directly related to the amount of Federal Universal Service Fund ("FUSF") surcharges assessed on the Services;

WHEREAS, based on information from the Customer, Uniti has classified the services as interstate or intrastate on the Quote;

WHEREAS, the Customer certifies to the classification as follows:

1. Customer certifies that Services labeled as intrastate or interstate on the Quote are correct and meet the descriptions below:
 - a. Intrastate Services – Either no telecommunications traffic or less than 10% of telecommunications traffic will cross a state border.
 - b. Interstate Services – Either all telecommunications traffic or more than 10% of telecommunications traffic will cross the state border.
2. Customer acknowledges that Uniti's determination of applicability of the FUSF Surcharge will be based upon the information provided by Customer in this Certification. In the event that Uniti exempts Customer from the payment of the FUSF Surcharges based upon this Certification, and Uniti later determines that the Certification is incorrect, then Uniti may bill Customer, and Customer will pay, any and all FUSF Surcharges that were not billed, plus applicable late fees. Customer agrees to indemnify and hold harmless Uniti from any and all claims arising from the information, representations or certifications made in this Certification.
3. Customer further acknowledges and agrees that: (i) it has a duty to update this certification within thirty (30) days to the extent to that its usage changes and this Certificate is no longer accurate; and (ii) Uniti may provide a copy of this Certificate to the Universal Service Administrator, the FCC, state regulatory agencies and taxing authorities, legal counsel, or an auditor.
4. Capitalized terms not otherwise defined herein shall have the meaning assigned to them in the Agreement.

I certify that the representations above are true and accurate and that I am duly authorized by Customer to make representation and certifications herein on behalf of Customer.

(Customer)

AUTHORIZED REP.

(PRINTED NAME):

SIGNATURE:

TITLE:

DATE:

AMENDMENT TO UNITI AGREEMENT

This AMENDMENT ("Amendment") effective as of the latter of the signature dates below, amends the Agreement, in addition to any and all related addenda or amendments (collectively, the "Agreement"), by and between CKy911/LFUCG ("Customer") and the Uniti legal entity(ies) providing the Service to Customer, as identified on Customer's bill ("Uniti").

TERMS OF AMENDMENT

Uniti and Customer hereby agree to amend the Agreement by moving, adding or changing Services at an existing Service location or adding a new Service location, as identified in Quote# 2925199, attached hereto and hereby incorporated into the Agreement. The Services to be provided at such Service locations and rates for the same are also set forth in the Quote, along with other applicable terms and conditions.

SECTION 11b - EFFECT OF TERMINATION - LIQUIDATED DAMAGES - Uniti and Customer hereby agree that Customer shall not be liable for Liquidated Damages per the Terms of the Agreement. Customer shall be allowed to terminate services upon thirty (30) days prior written notice to Uniti, without liability for Liquidated Damages as specified in the Agreement. Customer shall remain obligated to pay Uniti for all Services rendered up to and including the effective date of such termination. For avoidance of doubt, this provision is only applicable to the Services identified on Quote# 2925199.

SECTION 12 - LIMITATION OF LIABILITY; INDEMNIFICATION - Uniti and Customer hereby agree that the last sentence of SECTION 12 - LIMITATION OF LIABILITY; INDEMNIFICATION in the Uniti Solutions Terms and Conditions shall be modified to include the following: "TO THE EXTENT ALLOWABLE BY LAW, CUSTOMER SHALL INDEMNIFY, DEFEND, AND HOLD UNITI HARMLESS IF CUSTOMER'S USE OF THE SERVICES CAUSES A THIRD PARTY TO MAKE A CLAIM AGAINST UNITI. THIS SHALL NOT BE DEEMED A WAIVER OF SOVERIGN IMMUNITY OR ANY OTHER THIRD PARTY DEFENSE AVAILABLE TO CUSTOMER."

Except as modified by this Amendment, the terms and conditions set forth in the Agreement remain unchanged. All amended Services are subject to the Term stated on the Quote.

IN WITNESS WHEREOF, this Amendment is hereby duly executed by an authorized representative of each Party hereto.

CKy911/LFUCG
(Customer)

UNITI and its affiliates
(Uniti)

SIGNATURE:

Linda Gorton

SIGNATURE:

J. Kneeland

AUTHORIZED REP.

(PRINTED NAME):

Linda Gorton

AUTHORIZED REP.

(PRINTED NAME):

Jocelyn Kneeland

TITLE:

Mayor

TITLE:

Director, Customer Success

DATE:

5/12/26

DATE:

5/12/26

Account Summary

Customer Name	CKy911/LFUCG
Quote #	2925199
Uniti Representative	Andrew Butts
Contract Term Length	36 Months
Effective Date	February 10, 2026

Summary of Charges (Total for All Locations)

Product	Monthly Recurring Charges	One-Time Charges
Internet Service	\$1,305.00	\$0.00
Total*	\$1,305.00	\$0.00

The Monthly Recurring Charges represented above DO NOT include the taxes or charges that Uniti passes on to governmental entities AND the following Uniti fees and surcharges: Access Recovery Charge of up to \$3.00 per line or a maximum of 5 per trunk. Regulatory Assessment Surcharge of up to 8% (or for future increases with prior notice, the then-current tariff rate) applies to Interstate and International charges in the following states MN, NY and PA. An Administrative Service Fee of up to 18% (or for future increases with prior notice, the then-current tariff rate) applies to Interstate, Intrastate and Internet services monthly charges in all states except MN, NY and PA.

Service Agreement Summary

This Service Agreement is subject to and controlled by the Uniti Solution Service Terms and Conditions and the service-specific terms and conditions located at <https://solutions.uniti.com/legal>, including how such terms may be modified from time to time, and all of which are hereby incorporated herein by reference. Rates are subject to change on 30 days' notice via bill message on customer's invoice. By your signature you warrant that you have read, understand and agree to the Service Agreement, Uniti Service Terms and Conditions and applicable service-specific terms and conditions, and acknowledge that you are authorized to sign this Service Agreement and order the Service(s) as outlined herein.

CUSTOMER

Signature: Linda Gorton
Printed Name: Linda Gorton
Title: Mayor
Date: 5/12/26

UNITI

Signature: J. Kneeland
Printed Name: Jocelyn Kneeland
Title: Director, Customer Success
Date: 5/6/26

This offer is voidable by Uniti if not signed and returned by 3/27/2026.

Location Summary

Location Name	Monthly Recurring Charges	One-Time Charges	Credits
LFUCG E911 - PSOC	\$1,305.00	\$0.00	\$0.00

Location Detail

Location Name	LFUCG E911 - PSOC	Account Number	225321923
Location Address	151 N MARTIN LUTHER KING BLVD , LEXINGTON, KY 40507-1569		

Monthly Recurring Charges

Product	Qty.	Unit Price	Total Price
Internet Service			\$1305.00
Ethernet Access - 100 Mb	1	Included	
Internet Service - 100 Mb	1	Included	
IP Blocks LAN - /30 - Block of 4 IPs	1	\$0.00	\$0.00
		Total	\$1,305.00

AMENDMENT TO KINETIC BUSINESS AGREEMENT

This AMENDMENT ("Amendment") effective as of the latter of the signature dates below, amends the Agreement, in addition to any and all related addenda or amendments (collectively, the "Agreement"), by and between CKy911/LFUCG ("Customer") and the Kinetic Business legal entity(ies) providing the Service to Customer, as identified on Customer's bill ("Kinetic Business").

TERMS OF AMENDMENT

Kinetic Business and Customer hereby agree to amend the Agreement by moving, adding or changing Services at an existing Service location or adding a new Service location, as identified in Quote# 2765593, attached hereto and hereby incorporated into the Agreement. The Services to be provided at such Service locations and rates for the same are also set forth in the Quote, along with other applicable terms and conditions.

SECTION 11b - EFFECT OF TERMINATION - LIQUIDATED DAMAGES - Uniti and Customer hereby agree that Customer shall not be liable for Liquidated Damages per the Terms of the Agreement. Customer shall be allowed to terminate services upon thirty (30) days prior written notice to Uniti, without liability for Liquidated Damages as specified in the Agreement. Customer shall remain obligated to pay Uniti for all Services rendered up to and including the effective date of such termination. For avoidance of doubt, this provision is only applicable to the Services identified on Quote# 2765593.

SECTION 12 - LIMITATION OF LIABILITY; INDEMNIFICATION - Uniti and Customer hereby agree that the last sentence of SECTION 12 - LIMITATION OF LIABILITY; INDEMNIFICATION in the Kinetic Business Service Terms and Conditions shall be modified to include the following: "TO THE EXTENT ALLOWABLE BY LAW, CUSTOMER SHALL INDEMNIFY, DEFEND, AND HOLD UNITI HARMLESS IF CUSTOMER'S USE OF THE SERVICES CAUSES A THIRD PARTY TO MAKE A CLAIM AGAINST UNITI. THIS SHALL NOT BE DEEMED A WAIVER OF SOVERIGN IMMUNITY OR ANY OTHER THIRD PARTY DEFENSE AVAILABLE TO CUSTOMER."

Except as modified by this Amendment, the terms and conditions set forth in the Agreement remain unchanged. All amended Services are subject to the Term stated on the Quote.

IN WITNESS WHEREOF, this Amendment is hereby duly executed by an authorized representative of each Party hereto.

CKy911/LFUCG

AUTHORIZED REP.
(PRINTED NAME): Linda Gorton

SIGNATURE: Linda Gorton

TITLE: Manager

DATE: 5/12/20

KINETIC BUSINESS

AUTHORIZED REP.
(PRINTED NAME): Kneeland

SIGNATURE: Jocelyn Kneeland

TITLE: Director, Customer Success

DATE: 5/6/20



Account Summary

Customer Name	CKy911/LFUCG
Quote #	2765593
Kinetic Business Representative	Christopher Wyke
Contract Term Length	60 Months
Effective Date	March 16, 2026

Summary of Charges (Total for All Locations)

Product	Monthly Recurring Charges	One-Time Charges
MPLS VPN	\$581.34	\$0.00
Total	\$581.34	\$0.00

Service Agreement Summary

This Service Agreement is subject to and controlled by the Kinetic Business Service Terms and Conditions and the service-specific terms and conditions located at <https://solutions.unifi.com/legal>, including how such terms may be modified from time to time, and all of which are hereby incorporated herein by reference. By your signature you warrant that you have read, understand and agree to the Service Agreement and Kinetic Business Service Terms and Conditions and applicable service-specific terms and conditions, and acknowledge that you are authorized to sign this Service Agreement and order the Service(s) as outlined herein.

CUSTOMER

Signature: Linda Gorton

Printed Name: Linda Gorton

Title: Mayor

Date: 5/12/26

KINETIC BUSINESS

Signature: J Kneeland

Printed Name: Jocelyn Kneeland

Title: Director, Customer Success

Date: 5/16/26

This offer is voidable by Kinetic Business if not signed and returned by 4/30/2026.



Location Summary

Location Name	Monthly Recurring Charges	One-Time Charges	Credits
Fayette 911 Veterans Dr	\$581.34	\$0.00	\$0.00

Location Detail

Location Name	Fayette 911 Veterans Dr	Account Number	219213300
Location Address	1101 VETERANS DR , LEXINGTON, KY 40502-2235	Service Order Type	Existing Customer

Total One-Time Charges:	\$0.00	Total Recurring Charges:	\$581.34
-------------------------	--------	--------------------------	----------

Monthly Recurring Charges

Product	Qty.	Unit Price	Total Price
MPLS VPN			\$531.34
10.0 Mbps Windstream VPN	1	Included	
Managed Router - Advanced	1	Included	
Managed Router Equipment	1	Included	
MPLS VPN Service 10.00 Mbps - Intrastate	1	Included	
Quality of Service	1	\$50.00	\$50.00
		Total	\$581.34

APPLICATION FOR CREDIT

Representative: Christopher Wyke

Representative Phone: (404) 564-1632

CUSTOMER INFORMATION																																									
Customer Name: <u>CKy911/LFUCG</u> Federal Tax ID or SS Number: _____ Notice Address: _____ City: _____ State: _____ Business Structure: _____ Nature of Business: _____	Tax Exempt Status: _____ EMR: _____ Years in Operation: _____ Number Of Employees: _____ Zip: _____																																								
PARENT COMPANY (if Applicable)																																									
Company Name: _____ Address: _____ City: _____ State: _____ Zip: _____																																									
CUSTOMER CONTACT INFORMATION																																									
Contact Name: _____ AP Contact Name: _____ Contact Phone: _____ AP Contact Phone: _____ Contact Fax: _____ AP Contact Fax: _____ Contact Email: _____ AP Contact Email: _____ Principal/Partner/Officer Full Name: Contact Name: _____ Title: _____																																									
BANK REFERENCE																																									
Bank Name: _____ Address: _____ City: _____ State: _____ Zip: _____ Bank Contact Name: _____ Bank Contact Phone: _____ Bank Contact Fax: _____ Account Number: _____																																									
TRADE REFERENCES																																									
<table style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 15%; text-align: left;"><u>Vendor</u></th> <th style="width: 25%; text-align: left;"><u>Account Number</u></th> <th style="width: 15%; text-align: left;"><u>Phone</u></th> <th style="width: 15%; text-align: left;"><u>Fax</u></th> <th style="width: 30%; text-align: left;"><u>Contact</u></th> </tr> </thead> <tbody> <tr> <td>1. _____</td> <td>_____</td> <td>_____</td> <td>_____</td> <td>_____</td> </tr> <tr> <td colspan="5">Address: _____</td> </tr> <tr> <td>2. _____</td> <td>_____</td> <td>_____</td> <td>_____</td> <td>_____</td> </tr> <tr> <td colspan="5">Address: _____</td> </tr> <tr> <td>3. _____</td> <td>_____</td> <td>_____</td> <td>_____</td> <td>_____</td> </tr> <tr> <td colspan="5">Address: _____</td> </tr> <tr> <td colspan="2">Current Local Telco: _____</td> <td colspan="3">Current I.D. Carrier: _____</td> </tr> </tbody> </table>		<u>Vendor</u>	<u>Account Number</u>	<u>Phone</u>	<u>Fax</u>	<u>Contact</u>	1. _____	_____	_____	_____	_____	Address: _____					2. _____	_____	_____	_____	_____	Address: _____					3. _____	_____	_____	_____	_____	Address: _____					Current Local Telco: _____		Current I.D. Carrier: _____		
<u>Vendor</u>	<u>Account Number</u>	<u>Phone</u>	<u>Fax</u>	<u>Contact</u>																																					
1. _____	_____	_____	_____	_____																																					
Address: _____																																									
2. _____	_____	_____	_____	_____																																					
Address: _____																																									
3. _____	_____	_____	_____	_____																																					
Address: _____																																									
Current Local Telco: _____		Current I.D. Carrier: _____																																							
<div style="border: 1px solid black; padding: 5px;"> <p>Authorization</p> <p>I hereby represent that I am authorized to submit this application on behalf of the Customer named above, and the information provided is for the purpose of obtaining credit and is warranted to be true. I/We hereby authorize Company, and its affiliates, to investigate the references listed pertaining to my/our credit and financial responsibility. I further represent that the Customer applying for credit has the financial ability and willingness to pay for all invoices with established terms.</p> </div>	<p style="text-align: center;">Accepted By Customer</p> Signature: _____ Printed Name: _____ Title: _____ Date: _____																																								

Jurisdictional Traffic Certification

THIS JURISDICTIONAL TRAFFIC CERTIFICATION ("Certification") is between Kinetic Business and CKy911/LFUCG ("Customer"), and supplements the Service Agreement identified by Quote # 2765593 ("Agreement") between Kinetic Business and Customer ("Parties").

WHEREAS, Kinetic Business and its affiliates are subject to certain Federal Communications Commission ("FCC") jurisdictional classification reporting requirements;

WHEREAS, Customer has ordered certain Services that are considered private line or similar;

WHEREAS, to comply with the FCC reporting requirements, Kinetic Business customers subscribing to private line or similar services must provide a traffic usage certification as outlined herein;

WHEREAS, private line services may be used to either carry telecommunications traffic within only the Customer's state (intrastate) or 10% or greater of the telecommunications traffic is carried outside of the state (interstate);

WHEREAS, the classification of Customer's traffic is directly related to the amount of Federal Universal Service Fund ("FUSF") surcharges assessed on the Services;

WHEREAS, based on information from the Customer, Kinetic Business has classified the services as interstate or intrastate on the Quote;

WHEREAS, the Customer certifies to the classification as follows:

1. Customer certifies that Services labeled as intrastate or interstate on the Quote are correct and meet the descriptions below:
 - a. Intrastate Services – Either no telecommunications traffic or less than 10% of telecommunications traffic will cross a state border.
 - b. Interstate Services – Either all telecommunications traffic or more than 10% of telecommunications traffic will cross the state border.
2. Customer acknowledges that Kinetic Business determination of applicability of the FUSF Surcharge will be based upon the information provided by Customer in this Certification. In the event that Kinetic Business exempts Customer from the payment of the FUSF Surcharges based upon this Certification, and Kinetic Business later determines that the Certification is incorrect, then Kinetic Business may bill Customer, and Customer will pay, any and all FUSF Surcharges that were not billed, plus applicable late fees. Customer agrees to indemnify and hold harmless Kinetic Business from any and all claims arising from the information, representations or certifications made in this Certification.
3. Customer further acknowledges and agrees that: (i) it has a duty to update this certification within thirty (30) days to the extent to that its usage changes and this Certificate is no longer accurate; and (ii) Kinetic Business may provide a copy of this Certificate to the Universal Service Administrator, the FCC, state regulatory agencies and taxing authorities, legal counsel, or an auditor.
4. Capitalized terms not otherwise defined herein shall have the meaning assigned to them in the Agreement.

I certify that the representations above are true and accurate and that I am duly authorized by Customer to make representation and certifications herein on behalf of Customer.

(Customer)

AUTHORIZED REP.

(PRINTED NAME):

SIGNATURE:

TITLE:

DATE:

Kinetic Business VoIP 911 Disclosure

Kinetic Business and its affiliates are subject to an FCC requirement to provide notification of any E911 limitations that may be associated with the service provided to your company. There are critical differences between traditional telephone service and Kinetic Business VoIP Services:

- 911 emergency services will not be available in the event of a power failure.
- 911 emergency services will not be available in the event of an internet failure.
- There are severe limitations (details below) to 911 emergency services if you move your phone from its registered location.

Loss of 911 services due to power failure or Internet connection failure:

Historically, telephone service has been powered by electrical power within the telephone network. If you subscribe to Kinetic Business VoIP Services, power is supplied directly from the premise in which you are operating the telephone.

- In the event of a commercial power outage, and if your building does not have a back-up power system, your telephone service, including 911, will not function until power is restored.
- Loss of power to your broadband gateway (through which your service is provided) will cause a loss of telephone and 911 services.
- Any internet connection failure, including a suspension for nonpayment, will cause a loss of telephone and 911 services.

Kinetic Business recommends that you always have an alternative means of accessing 911 during a power failure or internet connection failure such as a basic business or copper line (non-VoIP line) for elevator, alarm, and other critical functions.

To ensure that 911 calls are properly routed:

- **Do not move the equipment installed at your premise to another location.** Use of the telephone service at another location will prevent E911 service (the ability of the 911 operator to automatically determine your location) from working. If you move equipment provided as part of the Kinetic Business VoIP Service to another location, you must update your service address with Kinetic Business prior to using the service from a different location. Use of your equipment at a location other than the registered physical location may route 911 calls to an incorrect 911 dispatch center, potentially delaying or preventing emergency services.
- **If you have users that will be using devices such as software telephones that are installed on mobile personal computers, laptops, smart phones, netbooks and any other mobile VoIP supported device that is intended to be mobile with Kinetic Business service,** you must update your service address prior to using the service from a different location in order for your current location to be transmitted automatically and accurately to emergency services. Use of your software telephone at a location other than the registered physical location may route 911 calls to an incorrect 911 dispatch center, potentially delaying or preventing emergency services.
- **Always state the telephone number and address that you are calling from to the 911 operator.** The 911 operator receiving the emergency call may not be able to automatically identify your phone number and physical location and be able to call you back if the call is disconnected, therefore you must specify the exact location of the emergency and the telephone number from which you are calling.
- **Contact Kinetic Business when you plan to move your service address: Kinetic Business customers should contact the Kinetic Business Center at 1-800-600-5050, Windstream New Edge (formerly EarthLink Business) customers should contact Customer Care at 1-800-239-3000 and Broadview customers should contact the OfficeSuite® Support Center at 1-800-623-VOIP (8647).** Since your Kinetic Business VoIP Services will not provide 911 services from another location, you must notify Kinetic Business before you move the registered location of your service.

To help remind you about the availability of 911 emergency service and its limitations with Kinetic Business VoIP Services, we will provide stickers to be placed on or near all of your telephones and devices.

To Report a Change to Your Service Location:

- Kinetic Business Customers - Contact Customer Service at 1-855-361-7792.
- Windstream New Edge Customers - Contact Customer Care at 1-800-239-3000.
- Legacy Broadview Customers - Contact the OfficeSuite® Support Center at 1-800-623- VOIP (8647). For Broadview customers with PC/Softphone service, you may also update your address when prompted upon login.
- For Customers with Windstream Hosted Communications - Contact WHC Repair at 1- 855-759-7420. Customers using Windstream Hosted Communications on a smart phone may also access the Windstream Hosted Communications Client Software application to update.
- Legacy MassComm Customers – Contact your Account Manager directly or use 1-866- 791-6277.

Customer Affirmation of Notification

I have read the above notice and understand that there are critical differences between 911 service with Kinetic Business VoIP Services and traditional telephone service. I assume all responsibility and risk of harm, loss, or damage in the event that 911 service fails as a result of a power outage or Internet outage, in the event I fail to update my service address with Kinetic Business if I use the service from a different location or in the event I do not provide the address, correct address, extension or other information to emergency authorities.

Printed Name

205192676

Account Number

Signature

Date