

We provide this notification to inform you of certain restrictions and limitations associated with your Voice Trunk Service consisting of traditional T1 PRI and VoIP SIP Trunks (the "Service"). In this Acknowledgement, we sometimes refer to the Customer as "you" or "your", and we refer to the operating company subsidiary of WOW! Internet, Cable and Phone and/or Knology, Inc. that owns and/or operates the broadband system in your area pursuant to a cable television franchise with the state or local franchising authority and/or the subsidiary that provides phone service in your area as "WOW!", "Knology", "we", "us", or "our". The Service will be provided to you by the WOW! or Knology company that operates in your service area.

1. Off-Net Use of Service. In order to maintain a high quality of phone service, Voice Trunk Service customers should be aware of some specific differences in the performance of their Voice Trunk Service when connected to the WOW! network, vs. use of their Voice Trunk "off-net". "Off-net" usage is defined as use of the Voice Trunk Service when connected to the public Internet via a separate telephony, communications or Internet service provider ("Third Party Provider").

Impact to a customer's phone Service during "off-net" use includes, but is not limited to, the following:

- Technical Support and Service Functionality:

WOW! technical support is not available for Voice Trunks that are not connected to the WOW! network. "Off-net" use of the Service cannot be guaranteed by WOW!. You assume all risks of off-net usage of the Service, including any loss of service or functionality when the Service is used off-net, and any interruption of or degradation in service attributable in whole or in part to a Third Party Provider, and agree to hold WOW! harmless from any claim, damage, loss or liability caused by, arising out of or related to off-net use of the Service and/or a Third Party Provider.

- 911 Locator Service:

THE WOW! 911 LOCATOR SERVICE WILL NOT WORK FOR ANY VOICE TRUNK USED "OFF-NET". SEE THE COMPLETE E911 ADVISORIES BELOW. The phone number associated with a specific phone that is using a Voice Trunk is assigned within the WOW! PSAP database, and requires the phone to be operating on the WOW! network to enable the 911 Locator Service to function. For example, if your WOW! network physical address, where the phone (or PBX) was originally provisioned, is 123 Main Street, Augusta, GA 30909, and you use the phone associated with the Voice Trunk "off-net" at 456 Vine Street, Atlanta, GA 30328, any 911 call placed from the phone while it is operating at 456 Vine Street, will result in emergency service being dispatched to 123 Main Street, i.e., to the wrong address. This limitation also affects customers who wish to aggregate their off-net locations on their own and send traffic to WOW! at a place where service is available. WOW! can only: (i) provide 911 service to locations where it has physical network installed; and (ii) service telephone numbers assigned to those areas by Telcordia. In order for 911 services to work properly with WOW! Voice Trunk Services, you must send emergency calls with ANI's assigned to the location where the service is installed. It is the responsibility of the customer to inform WOW! of all ANI's that should be 911 serviceable so that the appropriate actions can be taken within the industry databases to provide the service.

2. Billing Number Requirements. In order for WOW! to ensure that we bill and account for calls appropriately, we will configure billing numbers on all Voice Trunk Service accounts within our telecommunications equipment. The billing number is assigned at the time the product is installed and configured and is typically a number from a DID range relating to the Voice Trunk Service. It is the sole responsibility of the customer to ensure that its voice equipment can support sending a billing number along with the originating and terminating ANI in order for their services to work correctly. This is especially true if a customer sends WOW! originating ANI's outside of the service area where the facility is placed so that calls can be reconciled to the account of the customer.
3. Porting and LNP. On occasion, a customer may need their Voice Trunk Services to service multiple locations from a single trunk. It is sometimes possible for WOW! to support these configurations, however, you acknowledge and agree that WOW! assumes no responsibility for your ability to port out a telephone number should you need to move all or a portion of your services to another carrier. The local number portability processes of companies differ based on many factors, however, in most cases it is unlikely that you will be able to port a telephone number to another carrier if that TN is not native to the location of the service (referred to as "Out of Rate Center Porting"). For example, a carrier may not port a telephone number native to northern Georgia to a location residing in southern Georgia. Likewise, the same carrier may

not port a phone number native to Texas to Detroit, Michigan. Customer assumes all risks associated with Out of Rate Center Porting, including the risk that further porting of the telephone number could be denied, and agrees to hold WOW! harmless from any claim, damage, loss or liability caused by, arising out of or related to any Out of Rate Center Porting.

4. **Other Service Limitations.** You understand and acknowledge that the Service may not support or be compatible with certain medical monitoring devices or security systems. In order to maintain any necessary alarm or medical equipment monitoring functions, you may be required to maintain a telephone connection through a local exchange carrier. In the event that WOW! installs and configures its phone service to operate with your medical monitoring equipment or security system, you expressly agree and acknowledge that: (x) you must, directly or with the assistance of the provider of your medical monitoring equipment or alarm monitoring services, test the functioning and compatibility of the equipment and/or alarm monitoring services with WOW!'s phone service; and (y) the Service has certain limitations (see Sections 1-3 and 5) that may affect the reliability and functionality of the medical monitoring equipment and security systems.

You assume all risk associated with the limitations of the Service. YOU HEREBY WAIVE ALL CLAIMS AGAINST WOW! AND ITS AFFILIATES, SUPPLIERS AND AGENTS FOR INTERFERENCE, DISRUPTION OR INCOMPATIBILITY BETWEEN THE WOW! EQUIPMENT AND SERVICE AND ANY OTHER SERVICE, SYSTEMS AND EQUIPMENT, AND AGREE THAT, TO THE MAXIMUM EXTENT ALLOWED BY LAW, WOW! AND ITS AFFILIATES, SUPPLIERS AND AGENTS SHALL HAVE NO LIABILITY FOR ANY DAMAGES CAUSED, DIRECTLY OR INDIRECTLY, AS A RESULT OF THE DISRUPTION, FAILURE OR IMPROPER FUNCTIONING OF ANOTHER SERVICE, SYSTEM OR EQUIPMENT (INCLUDING A MEDICAL MONITORING DEVICE OR SECURITY OR ALARM MONITORING SYSTEM) THAT OPERATES WITH USE OF THE WOW! EQUIPMENT OR SERVICE.

5. **VOICE TRUNK SERVICE E911 ADVISORIES:**

a. WOW! VOICE TRUNK SERVICE ALLOWS YOU TO ACCESS E911 SERVICES, BUT ACCESS MAY BE LIMITED OR UNAVAILABLE IN SOME CIRCUMSTANCES. YOU WILL NOT BE ABLE TO ACCESS E911: (I) IN THE EVENT OF A POWER OUTAGE; (II) IN THE EVENT OF A WOW! NETWORK OUTAGE; (III) IF YOU USE THE SERVICE OUTSIDE OF THE WOW! NETWORK; OR (IV) DURING PERIODS WHEN YOUR BROADBAND CONNECTION IS UNAVAILABLE. IF YOU MOVE THE LOCATION OF YOUR VOICE TRUNK THAT HAS BEEN PROVISIONED ON THE WOW! NETWORK, THE ADDRESS ASSOCIATED WITH AN E911 CALL IS THE AUTHORIZED ADDRESS WHERE WOW! SERVICE WAS ORIGINALLY PROVIDED. IF YOU MOVE THE VOICE TRUNK FROM THE ORIGINAL SERVICE LOCATION, A CALL TO E911 USING THAT PHONE WILL STILL IDENTIFY THE ORIGINAL SERVICE LOCATION.

b. THERE MAY BE A DELAY OF AT LEAST ONE BUSINESS DAY AFTER INSTALLATION OF SERVICE FOR E911 SERVICE AVAILABILITY.

c. YOU AGREE THAT, TO THE MAXIMUM EXTENT ALLOWED BY LAW, WOW! AND ITS AFFILIATES, SUPPLIERS OR AGENTS SHALL HAVE NO LIABILITY FOR ANY DAMAGES CAUSED, DIRECTLY OR INDIRECTLY, BY YOUR INABILITY TO ACCESS THE SERVICES, INCLUDING E911 SERVICES. You agree to defend, indemnify, and hold harmless WOW!, its officers, directors, employees, affiliates, suppliers and agents and any other service provider who furnishes services to you in connection with the Service, from any and all claims, losses, damages, fines, penalties, costs and expenses (including, without limitation, reasonable attorneys fees) by, or on behalf of, you or any third party or user of your account relating to the absence, failure or outage of the Service, including 911 dialing and/or inability of you or any third person or party or user of your Service to be able to dial 911 or to access emergency service personnel, and the operation of any medical monitoring device, or home security or alarm monitoring system.

I HAVE READ, UNDERSTAND AND AGREE TO THE PROVISIONS OF THIS NOTIFICATION.

Customer Signature

Date

Printed Name

Title