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E911 Disclosure Notice

As a new customer, you can expect to enjoy the many benefits of Baldwin Broadband, LLC d/b/a BTI ("BTI") telephone service. Among these services is BTI's E911 service. BTI's E911 service, which operates much like those provided by traditional telephone companies, is reliable and easy to use. BTI hopes that the need never arises, but in the event that you ever need to access emergency services, including fire, police or ambulance, you can do so from your telephone by dialing: 911. When you dial 911, your call will be routed directly to the nearest public safety operator, who will dispatch the appropriate emergency service. To help emergency services quickly find you, your telephone number and address will be electronically routed to the operator.

This E911 Disclosure Notice includes important information on the E911 service provided by BTI. To help ensure your safety and the safety of others, please read the following information carefully, and affirmatively acknowledge by signing below that you have been advised of BTI's E911 service and the circumstances when said service is unavailable. This notice and your affirmative acknowledgement are required by the Federal Communications Commission.

BTI's E911 Service Will Not Operate if You Disable, Damage or Move the BTI Provided Customer Premises Equipment. To ensure that 911 calls are properly routed, do NOT move or relocate the BTI provided customer premises equipment installed by BTI in your home to another location, whether within or outside of your home. If you use BTI's services from an address that is different from the address where BTI installed its customer premises equipment, BTI's E911 service will not function properly. E911 service also will not function properly if the BTI provided customer premises equipment becomes disabled or damaged. In the event that the BTI provided customer premises equipment becomes disabled or damaged or you are moving and need to change your service address, you must contact BTI at 715-684-3346 or come in and see us at any of our local retail offices. Do not remove or move the BTI installed customer premises equipment; BTI has trained technicians for this purpose.

BTI's E911 Service Will Not Operate If BTI Service Has Been Suspended For Any Reason. You will not be able to use BTI's E911 service if your BTI telephone service has been suspended for any reason including, for example, non-payment.

BTI's E911 Service May Not Operate If Your BTI Broadband Connection Is Disrupted. In the event that your BTI broadband connection is disrupted, BTI telephone service, including BTI's E911 service, may be inoperable.

BTI E911 Service May Not Operate During a Power Outage. Your BTI telephone network is supported by a backup system that provides emergency power in the event of a power outage. This backup system is designed to ensure the full-time availability of E911 services, but if power is unavailable you still may not be able to make 911 calls.

You must maintain alternative means of contacting E911 services in the event of any of the above occurrences. You should inform all users or potential users of your telephone about the E911 service limitations set forth in this disclosure notice. BTI has provided stickers for you to place on and/or near your telephones and BTI provided customer premises equipment to remind you and other users of your telephone about the circumstances when BTI's E911 service is unavailable. If you require additional stickers, please call BTI at 715-684-3346.