



Inside Connect Cable
4890 Knob Creek Rd
Brooks, KY 40109
855-552-2253

E911 Notice – FCC Requirement

As part of your Inside Connect Cable phone service, we provide access to E911 service. This is a service that automatically sends your service address to your local emergency dispatcher when you call 911. Please read the following information about E911 service very carefully.

To provide our customers with reliable access to police, fire and rescue services through E911, we have engineered our telephone service to comply with industry standards. This includes backup power for our telephone network and monitoring to provide additional back up for longer outages. As with any other phone service provider, Inside Connect Cable service, including 911 calls and E911 service will be unavailable if the lines between your home and the network switch are disabled due to a catastrophic condition, such as a storm. In addition, E911 service may be unavailable due to problems at the government's call center that are outside Inside Connects control. Your telephone modem includes a battery backup that is designed to ensure that the unit will continue to work during a power outage, in accordance with telephone industry standards. As long as this battery backup unit is charged and functioning, your Inside Connect phone service will continue to work, but you may not be able to make calls, including 911 calls in there is a power outage for an extended period of time.

Your telephone modem is set up to provide service to the address you provided when you signed up for service, and will not work if you move it outside the local Inside Connect Cable network. Please Do Not Move this equipment to another location with out first contacting Inside Connect Cable at 855-552-2253, or via the Inside Connect website, www.iccable.com, so we can change the registered service address to reflect the new location, thus ensuring that the right information is provided if you have to call 911. If you move the telephone modem without informing Inside, you may still be able to all 911 but E911 service will not work properly.

By signing this form you indicate that you are at least 18 years old, are the Inside Connect account holder, and understand the above information about your Inside Connect phone service.

- I understand that access to E911 service through Inside Connect cable is linked to my registered home address. I know that I must notify Inside Connect customer service before I move this equipment so that Insight can change the registered home address that will be automatically sent to the local emergency dispatcher if I have to make 911 calls. _____(initial)
- I also understand that the telephone modem from Inside Connect Cable contains a battery backup that is designed to operate in the event of a power failure. If there is an extended power outage, however, I may not be able to make 911 calls. _____(initial)

Account Holder Signature: _____

Print Name: _____

Home Phone Number: _____

Date: _____