

IMPORTANT E911 DISCLOSURE ADDENDUM
FOR
Mobil Satellite Technologies
VOIP CUSTOMERS

The Federal Communications Commission ("FCC") recently adopted an order that requires all Voice over Internet Protocol ("VoIP") service providers to inform its customers of any differences between the E911 access capability available with Mobil Satellite Technologies as compared to the E911 access capability available with traditional telephone service. (A copy of this FCC order is available at <http://www.mobilsat.com/Satellite-VoIP-voiceoverIP/FCC-05-116A1.doc>)

We ask that you carefully read this E911 Disclosure Addendum and understand how these differences affect your ability to access E911 services. If you have any questions or concerns about the information contained in this notice, please contact our Customer Support representatives at (757) 312 8300 during the hours of 8 a.m. to 5 p.m. EST Monday – Friday. The FCC's E911 VoIP decision also requires Mobil Satellite Technologies to obtain and keep a record on file showing that you and/or your company has received and understood this E911 Disclosure Addendum.

Mobil Satellite Technologies respectfully requests your assistance in meeting this FCC compliance requirement by going to the link at the bottom of this Addendum. Please respond IMMEDIATELY to this Addendum. **If we do not receive your reply promptly, we may be required by the FCC Order to suspend your service until we do receive your reply. By responding to this Addendum, you are affirmatively acknowledging that (1) you have read and understood this E911 Disclosure Addendum, (2) you understand that you may not be able to contact emergency services by dialing 9-1-1 using Mobil Satellite Technologies Communications VoIP service, and (3) you understand that you must inform users of Mobil Satellite Technologies VoIP services that they may not be able to contact emergency services by dialing 9-1-1 using Mobil Satellite Technologies VoIP service.**

1. MOBIL SATELLITE TECHNOLOGIES VoIP E911 SERVICES MAY NOT OPERATE DURING A POWER OUTAGE. In the event of a commercial power outage, the Internet Access device (IAD) will lose power causing a loss of voice and data service, including access to E911 services. Once power service is restored, you may be required to reset or reconfigure your equipment before you will be able to use Mobil Satellite Technologies VoIP service to contact E911 services. You are responsible for providing an uninterruptible backup power supply if you wish to ensure continued operation of electrical equipment in the event of a power outage.

2. E911 SERVICES WILL NOT OPERATE IF YOUR BROADBAND CONNECTION IS DISRUPTED OR MOBIL SATELLITE TECHNOLOGIES VOIP SERVICE HAS BEEN SUSPENDED FOR ANY REASON, INCLUDING, FOR EXAMPLE, NON-PAYMENT. Once your broadband connection and Mobil Satellite Technologies VoIP service have been restored, you may be required to reset or reconfigure your equipment before you will be able to use Mobil Satellite Technologies service to contact E911 services.

3. YOU MUST PROVIDE MOBIL SATELLITE TECHNOLOGIES WITH YOUR CORRECT SERVICE ADDRESS OR MOBIL SATELLITE TECHNOLOGIES E911 SERVICES CALLS MAY BE ROUTED TO EVERGENCY PERSONNEL WHO WILL NOT BE ABLE TO ASSISTE YOU. You are responsible to ensure your 911 addresses are correct! 911 emergency service uses the Caller ID of your phone to dispatch emergency service to the correct address. It is imperative that the correct address is registered and the correct caller ID is sent which corresponds to the physical location. VoIP phones are easily moved to new locations and the caller ID can be modified by the customer.

Each telephone number will have it's own PIN. To get your assigned PIN number(s), please contact billing@mobilsat.com, or 757 312 8300 Opt # 5.

To update/correct your 911 addresses, please have your PIN handy and call: the Mobil Satellite/GlobalTone E911 Support Center at 866-207-5515 or 303-242-8131.

The Mobil Satellite/GlobalTone E911 Support Center is open to take your calls anytime between 9:00 a.m. and 5:00 p.m. Eastern Standard Time, Mondays through Fridays (except holidays). Our Support Center staff will ask you for your telephone number and your PIN code. This authenticates your identity, as a safety precaution. You will then be asked for the new address you would like to temporarily enter into the Mobil Satellite/GlobalTone E911 database.

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Important! The Support Center should be able to verify for you – while you are still on the phone – that your new address has been successfully entered into the E911 database. If this cannot be verified immediately, you will be informed later either by telephone or by e-mail – whichever method you prefer. If the new address you wish to update to is not within our Enhanced or Basic 911 coverage area, you will be informed. If you still wish to move your VoIP telephone to that “No Coverage” address, your VoIP calling service will have to be temporarily suspended (by FCC mandate) until you bring your VoIP telephone to a Enhanced or Basic 911-coverage address and inform our Support Center of that address location.

4. MOBIL SATELLITE TECHNOLOGIES E911 SERVICES CALLS MAY NOT COMPLETE OR MAY BE ROUTED TO EMERGENCY PERSONNEL WHO WILL NOT BE ABLE TO ASSIST YOU IF YOU DISABLE OR DAMAGE THE IAD.

5. MOBIL SATELLITE TECHNOLOGIES E911 SERVICES CALLS MAY BE DELAYED OR DROPPED DUE TO NETWORK ARCHITECTURE. Due to network or Internet congestion or problems, calls to E911 services made using Mobil Satellite Technologies VoIP services may be dropped, in which case you will not be connected to emergency services, or your E911 calls may take longer to connect than E911 calls made using traditional telephone service.

YOU SHOULD MAINTAIN ALTERNATE MEANS OF CONTACTING E911 SERVICES AND YOU MUST INFORM YOUR MOBIL SATELLITE TECHNOLOGIES VOIP USERS OF THESE ALTERNATE MEANS.

6. MOBIL SATELLITE TECHNOLOGIES VoIP E911 SERVICES WILL NOT GENERALLY BE AVAILABLE TO MOBILE USERS. Because of the continually moving nature of mobile (vehicle based) users, it is not always practicable for users of the Mobil Satellite VoIP service to notify Mobilsat of their new location each time they relocate as specified in Paragraph # 3 above. **Mobile customers and users of the Mobil Satellite Technologies VoIP service understand and agree that there will be no E911 service provided, and that they will not be able to contact emergency services by dialing 9-1-1 using Mobil Satellite Technologies VoIP service. Customer acknowledges that it is their sole responsibility to inform users of their Mobil Satellite Technologies VoIP services that they will not be able to contact emergency services by dialing 9-1-1 using Mobil Satellite Technologies VoIP service.**

PLEASE ACKNOWLEDGE RECEIPT OF THE INFORMATION ABOVE BY FILLING OUT THE FORM BELOW AND FAXING A SIGNED COPY TO MOBIL SATELLITE TECHNOLOGIES AT 757 282 7702.

(All Fields Required)

Subscriber Company Name:	
Contact First Name:	
Contact Last Name:	
E-mail address:	

I acknowledge that I have received, read, and understand this “**Important E911 Disclosure addendum for Mobil Satellite Technologies VoIP Customers.** I represent that I am authorized by the Company identified above to make this acknowledgement on behalf of such company, and that I will inform all users of Mobil Satellite Technologies VoIP services that they may not be able to contact emergency services by dialing 9-1-1 using Mobil Satellite Technologies VoIP service.

Signature:	Date:
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Please Fax this entire form (both pages)

To:

757 282 7702