

IMPORTANT INFORMATION REGARDING 911 DIALING

Dear Huatone i-BOX local phone customer,

At Huatone Telecom, we want you to have a safe means of communication in times of emergency. In a continued effort to improve our service and add features, 911 dialing can now be activated on Huatone i-BOX local line. However, there are some critical differences between 911 dialing with Huatone and 911 service with traditional phone service. We want to make sure you are fully informed and clearly understand how Huatone 911 works.

The physical location from which you are dialing 911 needs to be registered before 911 service can be used. As such, **YOU MUST ACTIVATE YOUR 911 SERVICE BEFORE IT CAN BE USED.**

There are certain circumstances in which you will NOT be able to use 911 dialing with Huatone i-BOX, including but not limited to the following:

You will not be able to reach 911 IF:

- Your broadband connection is down.
- Your electrical power is out.
- You move your telephone adapter to a location where 911 services has not been deployed for the traditional wire line network.
- You have changed address but not informed to Huatone Telecom.
- You account have overdue balance or suspend by service provider.

To assist in keeping you informed about 911 differences and as a reminder in an emergency, we have included a 911 warning label below that you can attach to the telephone you use with your Huatone i-BOX local phone service.

Sincerely,

Huatone Telecom Support Team

Email: service@huatone.ca

Tel: 604-628-8368 or 1-877-628-0313

Fax: 604-628-8369 or 1-866-628-0372

CAUTION

911 Dialing on Huatone i-BOX local phone line may be limited or not available. Please go to website and see http://www.huatone.ca/ip_agreement.htm for details.