

Exhibit B



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1-800-808-8000

E911 Information

Terms and conditions Emergency 911 services

Pioneer Telephone strives to provide a safe and reliable means of communication at all times, including times of emergency.

There are two kinds of 911 service. Traditional 911 service requires a caller to provide their phone number and location when they call. The new standard of 911 is called Enhanced 911, or E911. If the 911 emergency service provider closest to a residential customer's home or a business customer's workplace is equipped to handle E911 calls, the customer's telephone number and address will be automatically sent to that local emergency center when they call. Emergency operators can then use this information to determine where they should send help and also to call back if necessary.

Most Pioneer Telephone customers have access to either 911 or E911 service. If a customer's local emergency service provider upgrades from 911 to E911 service, Pioneer will automatically upgrade their 911 capability to provide both location and phone number.

In the rare cases where customers do not have access to either 911 or E911 service, their calls will be forwarded to a Pioneer Telephone call center equipped to field emergency calls. The Pioneer Telephone agent will gather relevant information, then contact an emergency service provider to obtain help on behalf of the customer.

It is important that customers provide the physical location of where their Pioneer Telephone service will be used most, either their home or business address. It is also important for customers to update this information if they change their place of residence or business.

Please note: 911 dialing will not function in the event of a broadband or power outage, or if a customer's ISP, broadband, or Pioneer Telephone service is terminated.

Please read the *Terms of Service* below carefully for complete details.

1. SERVICE LIMITATIONS. THE FCC REQUIRES THAT PIONEER TELEPHONE ("PROVIDER") PROVIDE E911 SERVICE TO ALL CUSTOMERS WHO USE PROVIDER SERVICES WITHIN THE UNITED STATES. SECTIONS 2-8 APPLY TO ALL CUSTOMERS WHO USE PROVIDER SERVICES WITHIN THE UNITED STATES. SECTION 9 APPLIES TO ALL CUSTOMERS.

2. ACKNOWLEDGEMENT AND WARNING LABELS. CUSTOMER ACKNOWLEDGES THAT PROVIDER'S EQUIPMENT AND SERVICES DO NOT SUPPORT 911 EMERGENCY DIALING OR OTHER EMERGENCY FUNCTIONS IN THE SAME WAY THAT TRADITIONAL WIRELINE 911 SERVICES WORK. THE DIFFERENCES ARE DETAILED IN THIS SECTION, AND CUSTOMER AGREES TO NOTIFY ALL POTENTIAL USERS WHO MAY PLACE CALLS USING CUSTOMER'S SERVICES OF THE 911 LIMITATIONS DESCRIBED HEREIN. PRIOR TO THE INITIATION OF SERVICE, PROVIDER WILL PROVIDE CUSTOMER WITH WARNING LABELS REGARDING THE LIMITATIONS OR UNAVAILABILITY OF 911 EMERGENCY DIALING. CUSTOMER AGREES TO PLACE SUCH LABEL ON OR NEAR EACH TELEPHONE OR OTHER CUSTOMER-PREMISES OR USER-PREMISES EQUIPMENT ON WHICH THE SERVICES MAY BE USED. IF



ADDITIONAL LABELS ARE REQUIRED, CUSTOMER MAY REQUEST THEM FROM PROVIDER, AND PROVIDER WILL PROVIDE ADDITIONAL LABELS. PROVIDER WILL PROVIDE CUSTOMER WITH ADVISORY NOTICES REGARDING 911 EMERGENCY DIALING AND REQUEST ACKNOWLEDGMENTS FROM CUSTOMER. CUSTOMER WILL PROVIDE SUCH ADVISORY NOTICES TO ITS USERS. CUSTOMER AGREES TO RESPOND AND AFFIRMATIVELY ACKNOWLEDGE THAT PROVIDER HAS ADVISED CUSTOMER OF THE CIRCUMSTANCES UNDER WHICH E911 SERVICE MAY NOT BE AVAILABLE OR MAY BE LIMITED IN COMPARISON TO TRADITIONAL 911 EMERGENCY DIALING. CUSTOMER WILL PROVIDE SIMILAR ACKNOWLEDGEMENTS FROM ITS USERS UPON REQUEST BY PROVIDER. PROVIDER ADVISES CUSTOMER AND USERS TO MAINTAIN AN ALTERNATIVE MEANS OF ACCESSING TRADITIONAL 911 SERVICES.

3. ELECTRICAL POWER. CUSTOMER ACKNOWLEDGES THAT THE SERVICES, INCLUDING WITHOUT LIMITATION E911 SERVICE, WILL NOT FUNCTION IN THE ABSENCE OF ELECTRICAL POWER.

4. INTERNET ACCESS. CUSTOMER ACKNOWLEDGES THAT THE SERVICES, INCLUDING WITHOUT LIMITATION E911 SERVICE, WILL NOT FUNCTION IF THERE IS AN INTERRUPTION OF CUSTOMER'S BROADBAND OR HIGH-SPEED INTERNET ACCESS SERVICE.

5. NON-VOICE SYSTEMS. CUSTOMER ACKNOWLEDGES THAT THE SERVICES ARE NOT SET UP TO FUNCTION WITH OUTDIALING SYSTEMS SUCH AS HOME SECURITY SYSTEMS, MEDICAL MONITORING EQUIPMENT, TTY EQUIPMENT, OR ENTERTAINMENT OR SATELLITE TELEVISION SYSTEMS. PROVIDER WILL NOT BE LIABLE FOR INTERRUPTION OR DISRUPTION OF SUCH SYSTEMS BY THE SERVICES.

6. E911 SERVICE. E911 SERVICE IS A MANDATORY COMPONENT OF ALL INBOUND/OUTBOUND TRADITIONAL FAX AND VOICE SERVICE PLANS. E911 SERVICE IS NOT OFFERED ON VIRTUAL NUMBERS, OUTSIDE THE UNITED STATES, ON TOLL-FREE NUMBERS OR ON SIMILAR SERVICE ACCESSORIES OR ADD-ON SERVICE PLANS. E911 SERVICE IS ONLY AVAILABLE IN SELECTED AREAS. E911 SERVICE IS TIED TO THE CUSTOMER'S REGISTERED SERVICE ADDRESS ASSOCIATED WITH THE ASSIGNED PHONE NUMBER; CUSTOMER IS RESPONSIBLE FOR PROVIDING PROVIDER WITH ADDRESS INFORMATION FOR CUSTOMER'S USERS. THE PROVIDER MOBILE APPLICATION USES THE DEVICE'S DIALER AND CELLULAR TELEPHONE SERVICE TO MAKE 911 CALLS. IF A DEVICE DOES NOT HAVE CELLULAR TELEPHONE SERVICE, THEN THE USER WILL NOT BE ABLE TO CALL 911 FROM THE PROVIDER MOBILE APPLICATION. CUSTOMER ACKNOWLEDGES THAT PROVIDER'S ONLY MECHANISM FOR ROUTING 911 CALLS TO THE CORRECT EMERGENCY CALL TAKER IS THE CUSTOMER'S OR USER'S REGISTERED SERVICE ADDRESS ASSOCIATED WITH THE ASSIGNED PHONE NUMBER. CUSTOMER ACKNOWLEDGES AND UNDERSTANDS THAT ANY ENHANCED LOCATION INFORMATION PASSED TO AN EMERGENCY OPERATOR BY PROVIDER WILL BE BASED UPON THE CUSTOMER'S OR USER'S REGISTERED SERVICE ADDRESS PROVIDED TO PROVIDER BY CUSTOMER. IN THE EVENT THAT THE REGISTERED SERVICE ADDRESS ASSOCIATED WITH THE ASSIGNED PHONE NUMBER IS INCORRECT, IS OUTDATED, OR IS NOT COMPLETE, A 911 CALL MAY BE ROUTED INCORRECTLY.

7. E911 SERVICE CHARGE. CUSTOMERS THAT ARE REQUIRED TO SUBSCRIBE TO PROVIDER E911 SERVICE WILL BE SUBJECT TO A MONTHLY E911 SERVICE CHARGE. THE MONTHLY E911 SERVICE FEE WILL BE IN ADDITION TO THE APPLICABLE SERVICE FEES FOR THE ASSOCIATED LINE. THE MONTHLY CHARGE FOR PROVIDER E911 SERVICE IS ASSESSED ON A "PER-LINE" (THAT IS, PER PHONE NUMBER BASIS), AND WILL BE SET AT A LEVEL THAT REIMBURSES PROVIDER FOR THE DIRECT COSTS IT INCURS IN PROVIDING PROVIDER E911 SERVICE, INCLUDING EXPENSES PROVIDER INCURS, EITHER DIRECTLY OR INDIRECTLY, IN THE FORM OF STATE, COUNTY OR MUNICIPAL E911 SURCHARGES, E911 AUTOMATIC LOCATION INFORMATION (ALI) DATABASE STORAGE, LINE INFORMATION DATABASE AND CALLER ID (LIDB/CNAM) EXPENSES, AND ANY OTHER TAXES OR SURCHARGES DIRECTLY OR INDIRECTLY ASSOCIATED WITH THE PROVISION OF SERVICES TO CUSTOMERS SUBSCRIBING TO THIS SERVICE. PROVIDER RESERVES THE RIGHT TO ADJUST THE LEVEL OF CHARGES ASSOCIATED WITH THE PROVISION OF E911 SERVICES TO REFLECT INCREASES OR DECREASES IN THE COSTS IT INCURS.



8. E911 CHARACTERISTICS. CUSTOMER ACKNOWLEDGES THAT PROVIDER E911 SERVICE HAS CERTAIN CHARACTERISTICS THAT DISTINGUISH IT FROM TRADITIONAL, CIRCUIT-SWITCHED 911 SERVICE. THESE CHARACTERISTICS MAY MAKE PROVIDER E911 SERVICES UNSUITABLE FOR SOME CUSTOMERS OR USERS.

BECAUSE CUSTOMER AND USER CIRCUMSTANCES VARY WIDELY, CUSTOMER SHOULD CAREFULLY EVALUATE WHY PIONEER (/RESIDENTIAL/WHY-PIONEER) SIGN UP (/RESIDENTIAL/SIGN-UP) PRICING AND FEATURES - LONG DISTANCE CONTACT (/RESIDENTIAL/SUPPORT/CONTACT-US) RELY SOLELY UPON PROVIDER E911 SERVICE.

1-800-808-9000 CUSTOMER ACKNOWLEDGES THAT IT IS CUSTOMER'S RESPONSIBILITY TO DETERMINE THE TECHNOLOGY OR COMBINATION OF TECHNOLOGIES BEST SUITED TO MEET CUSTOMER'S AND ITS USERS' EMERGENCY CALLING NEEDS, AND TO MAKE THE NECESSARY PROVISIONS FOR ACCESS TO EMERGENCY CALLING SERVICES (SUCH AS MAINTAINING A CONVENTIONAL LANDLINE PHONE OR WIRELESS PHONE AS A BACKUP MEANS OF COMPLETING EMERGENCY CALLS). THE FOLLOWING CHARACTERISTICS DISTINGUISH PROVIDER E911 SERVICE FROM TRADITIONAL, CIRCUIT-SWITCHED 911 SERVICE:

- E911 SERVICE WILL NOT FUNCTION IF CUSTOMER'S OR ITS USER'S DTA, PHONE OR VIDEOPHONE FAILS OR IS NOT CONFIGURED CORRECTLY OR IF CUSTOMER'S OR ITS USER'S PROVIDER SERVICE IS NOT FUNCTIONING FOR ANY REASON, INCLUDING, BUT NOT LIMITED TO, ELECTRICAL POWER OUTAGE, BROADBAND OR OTHER INTERNET SERVICE OUTAGE, OR SUSPENSION OR DISCONNECTION OF SERVICE BECAUSE OF BILLING OR OTHER ISSUES. IF THERE IS A POWER OUTAGE, CUSTOMER OR THE USER MAY BE REQUIRED TO RESET OR RECONFIGURE THE EQUIPMENT BEFORE BEING ABLE TO USE THE PROVIDER SERVICE, INCLUDING FOR E911 PURPOSES. E911 SERVICE MAY NOT FUNCTION IF CUSTOMER OR A USER RELOCATES EQUIPMENT OR USES A NON-NATIVE TELEPHONE NUMBER, OR FOR ANY OTHER REASON BEYOND PROVIDER'S CONTROL.
- AFTER INITIAL ACTIVATION OF THE E911 SERVICE, AND FOLLOWING ANY CHANGE OF AND UPDATE TO CUSTOMER'S OR A USER'S PHYSICAL LOCATION, THERE MAY BE SOME DELAY BEFORE THE AUTOMATIC NUMBER AND LOCATION INFORMATION IS PASSED TO THE LOCAL EMERGENCY SERVICE OPERATOR. THIS INFORMATION IS TYPICALLY POPULATED INTO PROVIDER'S NOMADIC E911 DATABASES PRIOR TO SERVICE ACTIVATION, BUT NO GUARANTEE CAN BE MADE THAT THE AUTOMATIC NUMBER AND LOCATION INFORMATION WILL BE ACTIVATED WITHIN THIS SCHEDULE.
- THE LOCAL EMERGENCY SERVICE OPERATOR RECEIVING PROVIDER E911 EMERGENCY SERVICE CALLS MAY NOT HAVE A SYSTEM CONFIGURED FOR E911 SERVICES OR BE ABLE TO CAPTURE AND/OR RETAIN AUTOMATIC NUMBER OR LOCATION INFORMATION. THIS MEANS THAT THE OPERATOR MAY NOT KNOW THE PHONE NUMBER OR PHYSICAL LOCATION OF THE PERSON WHO IS MAKING THE PROVIDER E911 CALL. DUE TO TECHNICAL FACTORS IN NETWORK DESIGN, AND IN THE EVENT OF NETWORK CONGESTION ON THE PROVIDER NETWORK, THERE IS A POSSIBILITY THAT A PROVIDER 911 CALL WILL PRODUCE A BUSY SIGNAL, THE CALLER WILL EXPERIENCE UNEXPECTED ANSWERING WAIT TIMES OR THE LOCAL EMERGENCY SERVICE OPERATOR WILL TAKE LONGER TO ANSWER THE CALL THAN 911 CALLS PLACED VIA TRADITIONAL, CIRCUIT-SWITCHED TELEPHONE NETWORKS.
- IF CUSTOMER OR ITS USER DOES NOT CORRECTLY IDENTIFY THE ACTUAL LOCATION WHERE THE PROVIDER EQUIPMENT WILL BE LOCATED AT THE TIME OF ACTIVATION OF THE SERVICE, PROVIDER E911 COMMUNICATIONS MAY NOT BE DIRECTED TO THE CORRECT LOCAL EMERGENCY OPERATOR.

9. E911 LIMITATION OF LIABILITY AND INDEMNITY. CUSTOMER AGREES THAT PROVIDER WILL NOT BE LIABLE FOR ANY SERVICE OUTAGE OR INABILITY TO DIAL 911 OR ANY OTHER EMERGENCY TELEPHONE NUMBER USING A PROVIDER SERVICE OR TO ACCESS OR REACH AN EMERGENCY SERVICE OPERATOR DUE TO THE 911 DIALING CHARACTERISTICS AND LIMITATIONS SET FORTH IN THIS AGREEMENT. CUSTOMER AGREES TO DEFEND, INDEMNIFY AND HOLD HARMLESS PROVIDER, ITS OWNERS, MANAGERS, OFFICERS, DIRECTORS, EMPLOYEES, AFFILIATES AND AGENTS, AND ANY OTHER SERVICE PROVIDER WHO FURNISHES SERVICES TO CUSTOMER OR A USER IN CONNECTION WITH THE SERVICES, FROM ANY AND ALL CLAIMS, ACTIONS, LOSSES,

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Enhanced 911 and 911 Services

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Details

The following information provides you with an inside look into the benefits of 911 and Enhanced 911 (E911) service and how it sends information to your local emergency service personnel.

Enhanced 911

E911 is the enhanced version of 911 services. E911 service automatically sends the location and the phone number to emergency services personnel. This feature ensures that every Cox Digital Telephone line automatically provides the subscriber's address and telephone number to the nearest Public Safety Answering Point (PSAP). For more information regarding E911, visit the FCC website at www.fcc.gov/911/enhanced/releases.html.

Basic 911

Basic 911 (B911) service does not guarantee that a customer's location and call back number is provided to the local 911 emergency services personnel. Caney, Kansas is the only location within the Cox footprint still using B911.

Operating Tips for E911

- If the telephone modem is moved to another address without notifying Cox, your services send the incorrect address to the 911 system.
- Cox must be notified within two days in the event of an address change to ensure the correct address is sent to E911 system.
- In the event of a power outage, a battery backup provides up to 24 hours of 911 standby service, or 12 hours of talk-time protection.
- A battery is not included with a telephone modem; however a battery is available for purchase from Cox any time after the installation of Cox Digital Telephone service.

Exception to Battery Purchase: Lifeline customers are automatically shipped a battery at no charge after Lifeline service is verified.


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What is Enhanced 911 and How Does it Work?

Enhanced 911 - also known as E911 - works the same as 911 for your Xfinity Voice service.

How it Works

If you have Enhanced 911 (E911), when you dial 911 your telephone number and location are automatically sent to the 911 operator during the call.

- You do not have to do anything differently to use E911; the number for dialing emergency services is still the same: 9-1-1.
- Comcast provides E911 in all areas where E911 is available.

Power Outages and E911

A power outage in either the network or in your home could affect your ability to dial 911. A battery backup can be installed for your Xfinity Voice modem to provide additional hours of service during a power outage. [Get more information on purchasing a battery.](#)

Please see [Battery Help](#) for more information on your battery backup, or get more information on how to [stay connected during a storm.](#)

Frequently Asked Questions

Do I have to do anything to activate E911 service?

No. Comcast will automatically activate your 911 service when your Xfinity Voice service is initially installed.

What if I am moving?

If you contact Comcast **before** moving to transfer your services, your E911 information will automatically update to your new address. (You can also request a transfer of your services online at <http://www.xfinity.com/move>.)

I recently moved and just hooked up my services on my own. My Xfinity Voice service seems to be working. Do I still need to contact Comcast?

Yes. If you have not informed Comcast of your new address, your 911 calls may be directed to the wrong emergency authorities or the wrong address may be transmitted with your E911 call. These errors will occur even if you are otherwise able to make calls using your residential Xfinity Voice service.

I use a TTY. Should I dial 711 to reach 911 in an emergency?

No. The Americans with Disabilities Act (ADA) requires all Public Safety Answering Points (PSAPs) to provide direct, equal access to their emergency response services for people with disabilities who use TTYs or other devices. Therefore, in the event of an emergency, TTY users should call 911 directly, and not make a TRS call via 711.

How can I get more E911 information or confirm that Comcast has the right E911 information for me?

You can either call Comcast or [chat online with a Comcast technician](#) to get instant answers to your technical questions.

Note: Caller ID Blocking is automatically disabled for calls made to public emergency hotlines, poison-control lines, and 911 services. Do not attempt to manually disable Caller ID Blocking (such as by dialing *82) for these calls.

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What is Enhanced 911 and How Does it Work?

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Your location:
Milwaukee,
WI
Change
location

Contact us
(<https://www.verizon.com/Support/Residential/contact-us/index.htm>)

Enhanced 911

Enhanced 911, also known as E911, allows Verizon to provide enhanced location information to emergency call takers so they can more effectively route calls for emergency assistance.

The E911 information we provide to public safety answering points does two things:

- It automatically delivers the 911 caller's telephone number to the call-taker.
- It enables the call-taker to obtain an approximate location of the caller so they can dispatch emergency responders who are near that location.

E911 works for all GPS-capable phones, including all wireless phones sold by Verizon Wireless since December 31, 2003.

Verizon Wireless does not provide E911 service for calls placed through any third-party applications you may have downloaded to make voice calls. Refer to the terms of service for these apps to learn whether you can reach 911 when using them.

Here are some important points to keep in mind about the limitations of E911:

- Verizon Wireless' E911 service works only where Public Safety Answering Points (PSAPs) have upgraded to Enhanced-911 capable equipment or systems.
- Because wireless phones can react to the environment – for example, due to weather conditions or surrounding terrain – the enhanced location information we provide to emergency call takers can't guarantee a precise location.
- In some places, public safety call takers still rely solely on the caller's descriptions to locate and dispatch help to people in emergency situations.

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