



Customer/Business Name

Reset Form

Upshur County

Account #

Date

100003

4/9/19

Service Agreement Amendment

Upshur County

And

EteX Communications

This Telecommunications, Facilities and Service Amendment 4/9/19 dated

FILED
TERRI ROSS
COUNTY CLERK
2019 APR 15 AM 11:17
BY [Signature] UP SHUR COUNTY, TX.
DEPUTY

9. Emergency Services

9.1 ETEX provides your voice service over a broadband connection. There are important differences between the service you are receiving from ETEX and the phone service provided over a traditional phone line. It is important you understand the limitations as compared to traditional 911 and E911 service. Emergency services may be limited or unavailable in the following circumstances:

9.1.1 Power outage or disruption to the equipment or facilities;

9.1.2 Broadband outage, interruption or malfunction that affects your service;

9.1.3 Removing or relocating equipment without the assistance of an ETEX representative; and

9.1.4 Using another telephone number other than the one assigned to you or blocking your caller ID.

9.2 In the event of any of the above, customer acknowledges the limitations of VoIP emergency services and, given those limitations, agrees that they should have alternative access to 911 through other devices available.

9.3 ETEX will provide warning labels with equipment and suggest they be placed where all users of the equipment are aware of the limitations of emergency services when using VoIP services.

9.4 Should power or broadband outages occur and you question whether you emergency services have been restored upon restoration of power or service, please contact ETEX for assistance.

IN WITNESS WHEREOF, the Parties have caused this to be effective as of the last date appearing below (the "Effective Date").

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This Amendment shall be in effect for the remainder of the initial contract term, see contract for additional information. By signing this Amendment Upshur County agrees to the additional conditions listed above.

Customer Signature

[Handwritten Signature]

4-15-2019

Title

UPSHUR CO. JUDGE



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