



HOTWIRE HOME TELEPHONE SERVICE

Congratulations! You are one step away from completing your order for Hotwire Home Telephone service. Please sign the agreement below and fax or mail to:

Hotwire Communications
Provisioning Department
P.O. Box 298
Wynnewood, PA 19096
Fax: (610) 649-6375

LETTER OF AUTHORIZATION

By signing my name below, I hereby request, authorize, and grant permission to Hotwire Communications to be my primary (or exclusive) telephone service provider. I understand that Hotwire Communications will be my local service provider and, if I choose, my long distance service provider. If I am porting (transferring) my telephone number from another telephone company, I hereby grant Hotwire Communications access to, and permission to use, my customer service records and related information from the previous telephone company in order to transfer my telephone number and obtain any other necessary information to establish and maintain my telephone account with Hotwire. Further, if applicable, I hereby authorize Hotwire Communications to unfreeze (release) any pic codes (telephone provider or long distance codes) that I may have on my current provider's account (which may cause a delay in the activation process of Hotwire's telephone services). I also understand that charges may apply to the transfer, installation, and/or activation of my telephone service with Hotwire.

911 DISCLOSURE — IMPORTANT INFORMATION ABOUT YOUR 911 SERVICE.

Please take a moment to review this important information about the limitations of emergency services available using Hotwire's Voice over Internet Protocol ("VoIP") telephone service. We are required by Federal law to obtain your affirmative acknowledgement that you have read and understand these limitations.

Hotwire's 911 service is different from traditional 911 service. You acknowledge and understand that Hotwire does not support traditional 911 and E911 access to emergency services. Traditional 911 services automatically route your calls to a trained 911 dispatcher, available on a 24 hour basis, using special answering facilities at the local Public Safety Answering Point (PSAP) for your location. Traditional E911 services automatically provide to the PSAPs the calling party's call back number and location.

Hotwire's limited emergency service differs from traditional emergency services in several important ways described below. You agree to tell others in your household, your guests, and other third parties who may be present where the Hotwire services will be used of these limitations.

When you dial 911 using Hotwire's limited emergency services, your call is routed to a general or administrative number for the PSAP or a local emergency service provider and will not necessarily be routed to a trained dispatcher. In addition, services may not be available on a 24 hour basis, you may experience a busy signal, or you may not be able to reach any emergency services personnel at all. Unlike traditional E911 services, when you dial 911 using the Hotwire service, the emergency personnel receiving your call will not be able to automatically identify your phone number or the physical address from which you are calling. You will need to tell the emergency personnel the nature of your emergency, give them your phone number, and describe your location. If your call is dropped for any reason, emergency personnel may not be able to call you back or find your location.

If you register for Hotwire services using an incorrect physical address, your emergency calls may be routed to the incorrect emergency service provider. The emergency personnel may not be able to transfer your call or respond to your emergency. Emergency service personnel cannot accurately track your location through our system and it is therefore important that you keep your location registration updated and register your location with Hotwire every time you move your Hotwire phone service.

Outages in your electricity and problems with your high-speed Internet connection, including network congestion, will disrupt your Hotwire service and you will not be able to use it for emergency calling. Also, if you have a service outage due to a suspension of your account due to billing issues or for any other reason, you will not be able to use the Hotwire service for any calling, including for emergency calls.

You acknowledge and understand that Hotwire's liability is limited for any service outage and/or inability to dial emergency calling service or 911 service from your line or to access emergency service personnel, as set forth in this document. You agree to defend, indemnify, and hold harmless Hotwire, its officers, directors, employees, affiliates and agents and any other service provider who furnishes services to you in connection with the service, from any and all claims, losses, damages, fines, penalties, costs and expenses (including, without limitation, reasonable attorneys fees) by, or on behalf of, you or any third party or user of your telephone service relating to the (i) absence, failure or outage of the service, including emergency calling service or 911 dialing; and/or (ii) inability of you or any third person or party or user of your telephone service to be able to dial 911 or to access emergency service personnel.

By signing below, I acknowledge and agree that I have read and understand the above information regarding the limitations on the 911 and E911 emergency services available through the Hotwire service.

Signature _____ Date _____

Name _____

Address _____ Apt.# _____

City _____ ST _____ ZIP _____

Phone Number _____

We're here for you! For help and support, please contact our friendly Customer Care Team at (800)355-5668 or visit www.gethotwired.com