

SOME IMPORTANT INFORMATION ABOUT ANTIETAM CABLE TELEVISION, INC.'S E911 SERVICE

Thank you for choosing Antietam Cable Television, Inc.'s ("Antietam") voice over Internet Protocol services ("Digital Phone"). Please take a few moments to review Antietam's Digital Phone Agreement. These documents set forth the terms and conditions under which Antietam will provide its Digital Phone services to you.

In addition, The Federal Communications Commission requires that we notify you about certain limitations on Antietam's E911 service:

YOU MUST PROVIDE YOUR CORRECT ADDRESS TO ANTIETAM. If you do not correctly identify the address where your multimedia terminal adaptor ("MTA") is located, or if you move the MTA away from the original address, your emergency calls may be routed to the wrong emergency authority, or emergency personnel may be misdirected to the wrong address. YOU EXPRESSLY ACKNOWLEDGE THAT YOU HAVE THE RESPONSIBILITY TO IMMEDIATELY NOTIFY ANTIETAM OF ANY CHANGE IN YOUR SERVICE ADDRESS. You must not relocate the MTA to a different address. If you change residences, you must contact Antietam at 301-797-5000 for information on whether the Digital Phone services can be transferred to your new residence and what the relocation will cost. If you wish to disconnect the Digital Phone services, you must contact Antietam for information on the necessary procedures and cost.

THERE MAY BE A DELAY UNTIL YOUR ADDRESS IS ENTERED IN THE E911 DATABASE. When you initially order service, or if you notify Antietam of a change in your service address, there may be a delay before the address or change in address is entered in the E911 database seen by the emergency service provider.

USE OF A NON-NATIVE TELEPHONE NUMBER MAY LIMIT EMERGENCY AUTHORITIES' ACCESS TO YOUR LOCATION INFORMATION. If you are using a non-native telephone number (a telephone number from a different exchange than the one in which you are using the Digital Phone services), emergency authorities or personnel may be unable to determine the location from which you are calling.

POWER OUTAGES MAY DISRUPT YOUR E911 SERVICE. Antietam's Digital Phone services use the electrical power in your home. If there is an electrical power outage, the MTA has battery backup providing up to 8 hours of backup power. If the battery is uncharged, discharges, is improperly installed or malfunctions during a power outage, 911/E911 calling will be interrupted. YOU EXPRESSLY ACKNOWLEDGE THAT YOU WILL NOT BE ABLE TO PLACE OR RECEIVE CALLS, INCLUDING CALLS TO ACCESS EMERGENCY 911 SERVICES, IF YOU ARE EXPERIENCING A POWER OUTAGE AND THE BACKUP BATTERY IS UNCHARGED, DISCHARGES, IS IMPROPERLY INSTALLED OR MALFUNCTIONS.

BROADBAND CONNECTION FAILURE AND NETWORK CONGESTION WILL DISRUPT YOUR E911 SERVICE. YOU EXPRESSLY ACKNOWLEDGE THAT YOU MAY NOT BE ABLE TO PLACE OR RECEIVE CALLS, INCLUDING CALLS TO ACCESS EMERGENCY 911 SERVICES, IF THERE IS A PROBLEM WITH NETWORK FACILITIES, INCLUDING NETWORK CONGESTION, NETWORK/EQUIPMENT FAILURE, OR ANOTHER TECHNICAL PROBLEM, OR IF THE NETWORK IS

UNDERGOING MAINTENANCE. YOU FURTHER ACKNOWLEDGE THAT THERE MAY BE A GREATER POSSIBILITY OF NETWORK CONGESTION AND REDUCED SPEED IN THE ROUTING OF A 911 CALL MADE WITH THE DIGITAL PHONE SERVICES AS COMPARED TO TRADITIONAL TELEPHONE SERVICES.

YOUR E911 SERVICE WILL NOT WORK IF YOUR MTA, OR OTHER EQUIPMENT REQUIRED FOR THE DIGITAL PHONE SERVICES IS IMPROPERLY INSTALLED OR CONFIGURED.

If you do not agree to the terms and conditions set forth in these documents, you must cancel service immediately. Your enrollment in, use of or payment for the Digital Phone services indicates your acceptance of these terms and conditions and any amendments that may be made from time to time. A current version of Antietam's Digital Phone Agreement is available online at www.antietamcable.com. For additional assistance, you may contact our Customer Service Department by phone at 301-797-5000, or by mail at 1000 Willow Circle, Hagerstown, MD 21740.

Warning stickers

Antietam has supplied you with warning stickers advising of the above limitations. You must place these stickers on or near the customer premises equipment used for the Digital Phone services ("CPE").

Acknowledgement

I am at least 18 years old and am a person responsible for making decisions about voice services in this household. I have read the document titled "Some Important Information about Antietam Cable Television, Inc.'s E911 Service," including the limitations on Antietam's E911 service. I understand and acknowledge these limitations. I also acknowledge having received warning stickers to place on or near my CPE.

Signature

Print Name

Date