

## SPRINT GLOBAL SIP TRUNKING – ASIA – PRODUCT ANNEX

The following terms and conditions in this Sprint® Asia SIP Trunking Service Product Annex (“**Annex**”), together with the applicable Sprint service agreement (“**Agreement**”), govern Sprint’s provision and Customer’s use of Sprint® Asia SIP Trunking Service. “**Service**” as used in this Annex will mean and refer to Sprint® Asia SIP Trunking Service. Capitalized terms not otherwise defined in this Annex have the meaning defined in the service agreement.

1. **SPRINT SIP TRUNKING SERVICE.** This fixed Service provides Customer with the ability to aggregate its inbound and outbound voice traffic over Sprint’s MPLS network. This is accomplished by providing Customer with virtual VoIP trunks that carry local, national & international voice traffic to multiple destinations (“**SIP Trunks**”). The Service covers customers with sites in the 4 Asian countries of: Singapore, Hong Kong, Australia and New Zealand (each a “**Country**”, and collectively, the “**Countries**”). For standard outbound calls usage charges will apply based on call destination. For Toll Free customers inbound calls will generate usage charges based upon call origination country.

### 2. IMPLEMENTATION

2.1 **Pre-Implementation Period.** After Customer places an Order, Customer and Sprint will work together to create a plan for implementing the Service (“**Pre-Implementation Period**”). The parties will create a statement of work, which will include (a) an implementation plan and (b) technical network design plan (“**Customer Statement of Work**”). The Pre-Implementation Period will end on the day the last party signs the Customer Statement of Work.

2.2 **Implementation Period.** After the Pre-Implementation Period, Sprint and Customer will begin implementing the Service (“**Implementation Period**”). For the Implementation Period, Customer must have purchased Sprint Global MPLS with enough bandwidth to accommodate Customer’s aggregated voice traffic in addition to its data traffic. Customer will cooperate in good faith with Sprint to meet full implementation requirements to deploy the full-scale Service commencing on the date Customer signed the Customer Statement of Work with the target completion of the Customer Commit Date (CCD). Implementation will be based on the Customer Statement of Work developed in the Pre-Implementation Period.

### 3. SPRINT RESPONSIBILITIES

3.1 **Pre-Implementation Period.** Sprint will:

- A. Provide project management, including coordinating with Customer on fulfillment of Customer’s responsibilities, as set forth below and—with Customer’s prior written approval—create and manage the Customer Statement of Work and all project plans.
- B. Pre-qualify Customer telephone numbers and locations for verification that Service is available at the locations including confirmation of Local Number Portability. Customer shall already have been notified of any telephone numbers that could not be ported and arrangements made for ordering of new Telephone Numbers.
- C. Provide Customer with a technical network design, which will be part of the Customer Statement of Work. Sprint and Customer will agree to the Customer Statement of Work before Sprint begins implementing the Service.

3.2 **Implementation Period.** Sprint will:

- A. Use commercially reasonable efforts to facilitate the portability of existing local telephone numbers in a manner consistent with local laws. Sprint cannot guarantee local number portability in all locations due to geographic limitations on the availability of the Service as described previously.
- B. At Customer’s expense, install a Sprint Global MPLS to the demarcation point for each site where Customer has ordered the Service.
- C. Provide test criteria agreed upon by Sprint and Customer for the Implementation Period and perform testing for final Customer acceptance of Service.

### 3.3 Service Assurance. Sprint will:

- A. Provide a 24/7/365 Tier 2 Help Desk (via a toll-free number) to support the Service. Sprint's help desk will answer calls from Customer's telecom manager/designee and address issues within Sprint and with its suppliers as needed to resolve the Service-related network specific issues.
- B. Maintain quality of service by performing preventative maintenance and software updates to Sprint's network.
- C. Perform scheduled network maintenance for functions such as hardware and software upgrades and network optimization at times that are anticipated to minimize disruption of Customer's Service. Sprint will use commercially reasonable efforts to provide advanced notice of all scheduled maintenance.
- D. Perform Demand Maintenance at its discretion. As used in this Annex, "**Demand Maintenance**" means maintenance that is required due to unanticipated events or when Service elements are in jeopardy. Due to the nature of Demand Maintenance, prior notification may not be possible; however, Sprint will inform Customer when maintenance is complete.
- E. Work with Customer to resolve the Service-related network issues. In the event that if Sprint's resolution of network issues does not resolve Customer's service issues, and all known Sprint network issues are cleared, Sprint will notify Customer that it must resolve any remaining non-Sprint issue to restore service. Sprint may be willing to assist Customer in resolving non-Sprint related issues on a time and materials cost basis per the Customer Trouble Assistance Charges section of the service agreement.

## 4. CUSTOMER RESPONSIBILITIES

### 4.1 Pre-Implementation Period. Customer will:

- A. Support G.711 codec as a primary or as a secondary codec to G.729a.
- B. Supply Sprint with a complete, accurate list of Customer's requirements for existing telephone numbers, new telephone numbers, trunk estimate and complete address information for each site. Sprint will use this list for pre-qualification of the Service. If any Telephone Number is not eligible for Local Number Portability or Emergency Services, then that site will not be eligible for the Service or the customer must obtain new Telephone Numbers.
- C. Block calls outside the scope of the Service through Customer's IP PBX.
- D. Identify a single person to be the point of contact who will be the primary interface to the Sprint Program Manager.
- E. Participate in the development and design of the Customer Statement of Work culminating with the review and acceptance of the Final Design
- F. Provide Sprint-approved IP PBXs and certified SIP interface gateway where required for ordering the Service, and ensure that such equipment is correctly and accurately configured at all times. The requirements for Sprint-approved IP PBXs can be obtained from Customer's Sprint account team and will be contained within the Customer Statement of Work. If Customer requires use of IP PBXs or SIP interface gateways that Sprint has not approved or certified, then prior to the commencement of the Implementation Period Customer must receive Sprint's written approval to use such IP PBXs or SIP interface gateways with the Service. If Sprint approves the use of non-certified equipment with the Service, Customer must (i) perform its own testing to ensure that the equipment will work with the Service (including prior to implementation and after any maintenance or upgrades), (ii) provide Sprint with configurations prior to any use of the Service with the non-certified equipment, and (iii) agree to technical dependencies within the Customer Statement of Work. Sprint does not guarantee interoperability of non-standard, non-certified equipment during Customer's use of the Service. Customer accepts all responsibility for support and interoperability with the Service.
- G. Provide Sprint with a single physical location ("**Registered Location**") for each site, consisting of a valid mailing address and any additional premise information required by applicable Emergency Services laws or governmental regulations, for each Customer device connected to the Service. Customer must update the Registered Location when Customer changes the physical location of a Customer device by sending an email to its Sprint account team at [insert e-mail address] and to the distribution list provided.
- H. Provide Sprint with a completed Letter of Agency and Letter of Authorization for each Country.

- I. Authorize Sprint (and any person authorized by Sprint) to collect, use, disclose (including by transfer to the United States), store, and/or otherwise process any information provided by Customer to Sprint, or obtained by Sprint as a result of Customer's use of the Service ("**Service Information**"), for the purposes of:
  - (1) providing and billing for the Service;
  - (2) performing Sprint's obligations under the Agreement;
  - (3) complying with applicable laws and regulations; and
  - (4) providing assistance, or reporting any suspected illegal or improper activities, to law enforcement, judicial, or other government agencies.

Where such Service Information includes individuals' personal data, such as in the form of call detail records ("**CDRs**"), contact information, and billing-related records, Customer hereby agrees to notify such individuals of, and obtain their prior consent for, the collection, use, disclosure, and processing of their personal data by Customer and/or Sprint (as applicable) for the aforementioned purposes in accordance with local law.

**4.2 Implementation Period.** Customer will:

- A. Place an order for the minimum number of SIP Trunks set forth in the Agreement.
- B. Work with Sprint Project Manager to develop an implementation schedule.
- C. Ensure these basic points are adhered to in the LAN/WAN architecture for successful VoIP deployment:
  - (1) Customer should ensure that all VoIP devices (Phones, gateways etc.) are connected to an Ethernet switch
  - (2) Customer should ensure that all Ethernet switches used for VoIP are capable of QoS and VLAN's
  - (3) Customer should ensure that Layer 3 Devices are set to proper QoS / Queues / DiffServ Code Points
  - (4) Customer should ensure that adequate bandwidth, switching and routing capacity exist
  - (5) Customer should ensure that VLAN's or separate physical LAN segments are properly set up to isolate and segment Voice Traffic
- D. Configure Customer SIP equipment prior to the activation of service.
- E. Implement each site with a minimum of one new or ported telephone number per site.
- F. Be responsible for providing and maintaining Customer's Sprint-approved IP PBXs and certified SIP interface gateway needed for the Service. Customer's responsibility includes ensuring that such IP PBXs and SIP interface gateways remain correctly and accurately configured. The demarcation points between Sprint's and Customer's networks will be specified in the Customer Statement of Work.
- G. Participate in testing of the Service during Implementation Period. If Customer elects not to participate in testing, the Service will be deemed accepted 5 days after installation.
- H. Complete Customer Interoperability Testing and send results and SIP traces to Sprint team.
- I. Only originate calls using Sprint telephone numbers across the Service.
- J. Enable "class of service" options on the MPLS to help ensure voice quality.
- K. Instruct Customer's employees on the emergency services limitations of the Service as set forth in Section 8 of this Annex.

**4.3 Service Assurance.** Customer will:

- A. Be responsible for providing all maintenance, management and monitoring on Customer-owned equipment for the Term of the Agreement.
- B. Test any changes or modifications to Customer equipment & configurations prior to deployment as it may impact the performance and/or functionality of the service.

- C. Provide initial triage and fault isolation within Customer's IP PBX and WAN infrastructure prior to contacting Sprint's designated Tier 2 Help Desk. Customer's Tier 1 Help Desk will be responsible for communicating all service-affecting outages to Sprint's Tier 2 Help Desk.
- D. In Singapore, where a level "6" Singapore telephone number (i.e., a Singapore telephone number beginning with the digit "6") is assigned to Customer, ensure that such number is not re-assigned to any end user of the Service ("**End User**") located outside of Singapore or otherwise used by a person outside of Singapore.

## 5. CHANGE MANAGEMENT

- 5.1 All changes to the Customer Statement of Work must be pre-approved in writing by both parties. Customer-requested changes to an agreed upon implementation schedule will result in additional charges to Customer, and Sprint will notify Customer of any additional charges that will result from a requested change. Upon receipt of such notice, Customer may withdraw the change request and accept the original agreed upon Customer Statement of Work or proceed with the revised implementation schedule, and Sprint will bill the Customer for the additional charges.
- 5.2 Requests for service changes, configuration changes, order cancellations or service expedite must be in writing and must be coordinated with Customer's account team. The charges associated with these changes are set forth in the service agreement.
- 5.3 Requests for service moves must be in writing and will be implemented as a coordinated disconnect and install between the old and new locations. All charges associated with installation of the Service at the move to location will apply. However, the original term that was in effect for each request will remain the same as prior to moving the Service.
- 5.4 Customer's requests to disconnect SIP Trunks must be in writing and will result in disconnection charges and/or early order term termination liability if disconnected prior to the end of the contract period. Sprint will use commercially reasonable efforts to complete disconnect requests within 60 days of receiving Customer's complete written request.
  - A. Customer's disconnection of a SIP Trunk prior to the end of the initial Order Term will incur the standard disconnect charge stated in the Moves, Changes, Disconnects and Expedite Charges section of the Agreement. Customer may not disconnect more than 25% of the highest aggregate number of SIP Trunks implemented during the Term (e.g., the high-water mark) without incurring early order term termination liability on the disconnected SIP Trunks that exceed 25% of the highest aggregate number of SIP Trunks implemented.
- 5.5 After completion of the Implementation Period, additional SIP Trunks will be considered a new implementation, and Sprint will charge Customer in accordance with section 6 ("Charges") below.
- 5.6 All Sprint-initiated modifications, additions and maintenance to the Service will be made at Sprint's sole cost and expense, unless otherwise stated in the Agreement. Without Customer's prior written approval, Sprint will not make any such modifications, additions or maintenance to the Service that will impact Customer's use of the Service (e.g., changes that require alterations to Customer's systems, processes, or procedures) or that may require access to Customer sites or may cause Customer to incur any additional cost or expense.
- 5.7 Customer agrees that it is fully responsible for any discontinuation of service on telephone numbers that are not ported to the Service in connection with a partial port. Customer releases Sprint from any-and-all liability in connection with a partial port, and Customer agrees to defend and indemnify Sprint from and against all claims associated with a partial port.

## 6. CHARGES. Sprint calculates charges for the Service as follows:

### 6.1 Monthly Recurring & Install Charges

- A. **SIP Trunk Charge.** Sprint will charge Customer a Monthly Recurring Charge ("MRC") and a Non-recurring Charge ("NRC") for each SIP Trunk. Each SIP Trunk is used to enable a single concurrent

call for carrying Customer's daily traffic and seasonal capabilities. SIP Trunks do not include any minutes.

- B. SIP Country Management Charge.** Sprint will charge Customer an NRC & MRC for each country they are enabling service that will incur inbound or outbound usage. This is a single NRC & MRC per country regardless of the number of customer sites or Telephone Numbers contained within the country.
- C. Non-Sprint MPLS Location Charge.** Sprint will charge Customer a per Telephone MRC to allow Sprint Trunking to be used over another transport provider's data network or a Sprint transport service other than Sprint Global MPLS. For the non-Sprint MPLS locations, Customer must still port or request a new telephone number for use. Customer also acknowledges Sprint will be unable to assist in troubleshooting any issues beyond our demarcation point at the host site.
- D. SIP Telephone Number Charge.** Customers must either port or order new blocks of telephone numbers. Sprint will charge Customer an NRC and MRC for each telephone number ordered or ported into Sprint's network.
- E. SIP Toll Free Number Charge.** Customers must either port or order new National Toll-Free telephone numbers per desired country. Sprint will charge Customer an NRC & an MRC for each telephone number ordered or ported. These numbers are for Toll Free inbound usage only and cannot make outbound calls.
- F. SIP Expedite Charge.** For Customers who make an Expedite request on a given service order or change and for when that Expedite request is accepted, Customer will be charged an NRC for the associated Expedite.
- G. SIP Change Request Charge.** For customers who submit a Change Request order after the Implementation Period has begun they will be charged an NRC for the Change Request as set forth in the service Agreement. Appropriate service location is selected based on location of Change Request.

**6.2 Usage Charges.** Sprint will charge Customer for Off-Net Call minutes based on their contracted per minute rate.

- A. SIP Outbound Usage** from SIP Telephone Numbers will have termination rates to off-net locations based upon the calling destination.
- B. SIP Toll Free Inbound Usage** Sprint will charge Customer a per minute rate for inbound Toll-Free traffic based on the country of origin. If Customer chooses to route their Inbound traffic to a Non-SIP Asia Telephone Number, this would generate two billable call legs.
- C. Non-Geographic Charges** are a special category of usage that is made up of different call types. Many of these calls types are free of charge (calls to Emergency Services or in country Toll Free numbers for example) and as such will not have any charges to the Customer. Other chargeable call types can include Directory Assistance, Short Code Services, Announcement Services, Internet Dial Services & other Interactive Services.
- D. Usage charges** will be on the customer invoice by service location.

**6.3 Termination and Termination Charges.**

- A. Customer's Termination for Convenience.** If Customer terminates this Service for convenience, Sprint will invoice Customer for early order term termination liability equal to: (i) the average cost of Customer's prior 3 months of Service; multiplied by (ii) the number of months remaining in the Term.
- B. Sprint Termination.** In addition to the parties' other termination rights in this Agreement, Sprint may terminate the Service in whole or in part with 60 days' prior written notice if Sprint is unable to secure third-party support for the Service.

- C. **Regulatory and Legal Changes.** If any change in applicable law, regulation, rule or order materially affects delivery of the Service, the parties will negotiate appropriate changes to the Annex. If the parties are unable to reach agreement within 30 days after either party's delivery of written notice to the other requesting renegotiation: (a) Sprint may pass any increased costs relating to delivery of the Service through to Customer and (b) if Sprint does so, Customer may immediately terminate the Service without termination liability by delivering written notice to Sprint within 30 days of receiving written notice that Sprint is passing along the increased costs.

## 7. SERVICE LIMITATIONS

- 7.1 **Auto-dialer Systems.** The Service is not designed for use with automated outbound dialing systems. Auto-dialers are prohibited. Sprint is not responsible for any interruption or disruption of automated outbound dialing systems connected to the Service by Customer.
- 7.2 **Local Number Portability.** Sprint will use commercially reasonable efforts to facilitate the portability of existing local telephone numbers in a manner consistent with local laws and comply with Customer requests related to portability of existing local telephone numbers. Sprint cannot guarantee local number portability in all locations.
- 7.3 **Fax & Modem Systems.** Sprint does not guarantee that all fax, point of sale, postage meters, alarms and modem manufacturers' systems will work with the Service, and the Service can only support routing on a commercially reasonable effort basis. T.38 protocol is recommended. G.711 Fallback/pass through may also be used but is not guaranteed.
- 7.4 **Restricted Call Types.** Sprint will block calls to Premium Rate, Shared Cost, Short Code, Televoting, Internet Dial and Announcement Services telephone numbers as part of our standard configuration to protect our customers. Should a customer require the ability to call these number types, an exception request may be submitted to enable this feature.

## 8. SIP TRUNKING EMERGENCY SERVICES LIMITATIONS

- 8.1 **Emergency Services Limitations.** The SIP Trunking Service completes telephone calls using Voice over Internet Protocol technology. SIP is fundamentally different from traditional telephone service and has inherent limitations. SIP does not support emergency services or other emergency functions in the same manner as traditional wireline services. Customer may use the Service to contact emergency services without charge, but such use is subject to the limitations set forth in Section 8 of this Annex. By signing the Agreement, Customer certifies its awareness of such limitations of the SIP Trunking Service.
- 8.2 **End User Affirmative Acknowledgment.** Customer must notify end users of SIP ("End Users") about the limitations of the SIP Trunking Service in contacting Emergency Services. Customer must obtain and keep a record of affirmative acknowledgment by every End User, both new and existing, of having received and understood the advisory of the circumstances under which Emergency Services may not be available, as set forth in the End User Acknowledgement of Emergency Services Limitation attached hereto. Customer must retain the affirmative acknowledgment, including after the Agreement terminates or expires. Upon Sprint's request, Customer agrees to produce promptly the acknowledgments.
- 8.3 **Registered Location.** Customer shall be responsible for providing Sprint and/or persons specifically authorized by Sprint with a valid and accurate address for all End Users' primary work location addresses ("**Registered Location**"), for Sprint to provide the SIP Trunking Service. Customer may update its address by sending an email to its Sprint account team. The SIP Trunking Service The primary mechanism for routing emergency calls to the correct Emergency Service is the Registered Location at the time an emergency call is placed. The routing of calls relies on the Registered Location information when communicating with emergency operators. If the Registered Location has not been updated, is not complete, or is not accurate, the emergency call may route incorrectly.
- 8.4 **Calling Line Identity.** Customer shall be responsible for providing correct Calling Line Identity ("**CLI**") to Sprint and/or any person authorized by Sprint and ensuring that the correct CLI is passed from any customer-premises equipment ("**CPE**") to Sprint and/or any person authorized by Sprint. If the CLI provided by Customer and/or CPE is not complete or not accurate, the Service may not be able to successfully connect calls to Emergency Services.

- 8.5 Relocation of End User.** If Customer uses the SIP Trunking Service with an assigned telephone number in a location other than the Registered Location, emergency calls may not be routed to the appropriate Emergency Service for the end user's current physical location. If an End User's primary work location address changes, Customer must notify Sprint of the change and submit a new Registered Location for that End User by sending an email to its Sprint account team. End User must not use the SIP Trunking Service at any location other than the Registered Location. If an End User changes his or her primary work location, in certain circumstances, Sprint may require a new telephone number or Sprint may not be able to provide the SIP Trunking Service to the new location.
- 8.6 Database Updates.** If Customer does not correctly identify the physical location when defining the Registered Location, emergency calls through the SIP Trunking Service may not reach the correct Emergency Service. During initial activation of the SIP Trunking Service and following updates to the Registered Location information, there is a delay before complete and accurate automatic number and location information is provided to the local emergency service operator.
- 8.7 Remote Access.** If Customer uses the SIP Trunking Service with an assigned telephone number outside the Registered Location, via softphone for instance, the Registered Location does not change and therefore will not route to the correct Emergency Service. Users traveling with a softphone are advised to use a mobile phone to place calls to Emergency Services.
- 8.8 Connection Failures.** The SIP Trunking Service will not be able to make calls if Customer loses its connection to Sprint's network. Due to internet congestion and network design issues, emergency calls placed through SIP may sometimes produce a busy signal, experience unexpected answering wait times, or take longer to answer than emergency calls placed through traditional telephone networks.
- 8.9 Loss of Electrical Power.** The SIP Trunking Service will not operate if the SIP Trunking Service or other SIP Trunking Service-enabling equipment has lost electrical power. After a power outage, Customer may need to reset or reconfigure enabling equipment or devices before being able to use the Service.
- 8.10 Emergency Service Center Limitations.** The service center designated to receive emergency calls for a particular Registered Location through the SIP Trunking Service may not have a system configured for enhanced emergency services. The service center may not be able to capture or retain CLIs or otherwise determine the phone number, Registered Location, or physical location of the caller.
- 8.11 Limitation of Liability.** To the maximum extent permitted by applicable law, Sprint shall not be liable for any SIP Trunking Service outage outside of Sprint's control or other inability of Customer devices to dial Emergency Services, or any other emergency telephone number, or to access an emergency service operator.
- 8.12 Indemnification.** Customer will defend and indemnify Sprint, its officers, directors, employees, Affiliates, agents, and vendors affiliated with the SIP Trunking Service, from and against all claims, losses, damages, fines, penalties, costs, and expenses (including, without limitation, reasonable attorneys' fees) by, or on behalf of Customer or any third party or user of SIP Trunking, relating to the failure or outage of the SIP Trunking Service's call functionality, including without limitation those related to emergency services dialing, as set forth in this Section 8.
- 8.13 Identification and Tracing of Callers of Emergency Services.** Where instructed by Sprint, Customer shall promptly provide all reasonable assistance to Sprint and/or any person authorized by Sprint to identify and/or determine the physical location of any person who has called emergency services (or any other emergency telephone number) via the Service.

ATTACHMENT A-1

EXAMPLE END USER ACKNOWLEDGMENT OF EMERGENCY SERVICE AND LIMITATIONS

Sprint SIP Trunking Service (“**Service**”) completes telephone calls using Voice over Internet Protocol technology. The Service is fundamentally different from traditional telephone service and has inherent limitations. The Service, including emergency calling, may be unavailable or limited in some circumstances, including without limitation the circumstances described below. By signing this acknowledgment, you, the end user (“**End User**”) certifies your awareness of the Service limitations outlined below.

1. **Registered Location.** Sprint requires a valid postal address for each End User’s primary work location addresses (“**Registered Location**”) to provide the Service. The primary mechanism for routing emergency calls to the correct emergency service answering point is the Registered Location at the time an emergency call is placed. The routing of calls relies on the Registered Location information when communicating with emergency operators. If the Registered Location has not been updated, is not complete, or is not accurate, the emergency call may route incorrectly.
2. **Emergency Cal Limitations of Service.**
  - 2.1. **Relocation of End User.** If End User uses the Service in a location other than the Registered Location, emergency calls may not be routed to the appropriate emergency service answering point for the End User’s current physical location. If an End User’s primary work location address changes, End User must submit a new Registered Location. End User must not use SIP Trunking at any location other than the Registered Location.
  - 2.2. **Use of “Non-Native” Telephone Numbers.** If End User uses the Service with an assigned telephone number outside the rate center of the Registered Location, the PSAP for the Registered Location may not recognize the telephone number for call-back or other informational purposes.
  - 2.3. **Connection Failures.** The Service will not be able to make calls if End User loses the connection to Sprint’s network. Due to internet congestion and network design issues, emergency calls placed through the Service may sometimes produce a busy signal, experience unexpected answering wait times, or take longer to answer than emergency calls placed through traditional telephone networks.
  - 2.4. **Loss of Electrical Power.** The Service will not operate if the Service or for other Service-enabling equipment has lost electrical power. After a power outage, End User may need to reset or reconfigure enabling equipment or devices before being able to use the Service.
  - 2.5. **Database Updates.** If End User does not correctly identify the physical location when defining the Registered Location, emergency calls through the Service may not reach the correct PSAP. During initial activation of the Service and following updates to the Registered Location information, there is a delay before complete and accurate automatic number and location information is provided to the local emergency service operator.
3. **Emergency Service Answering Point Limitations.** The emergency service answering point designated to receive emergency calls for a particular Registered Location through the Service may not have a system configured for Enhanced emergency services. The emergency service answering point may not be able to capture or retain ANI/ALI or otherwise determine the phone number, Registered Location, or physical location of the caller.
4. **Limitation of Liability.** To the maximum extent permitted by applicable law, Sprint is not liable for any Service outage or other inability to dial emergency numbers or otherwise access an emergency service operator.
5. **Acknowledgment.** End User acknowledges that he/she understands and accepts the Service limitations and terms set forth herein and that all of End User’s questions regarding the Service limitations have been answered.

Acknowledged and agreed to this \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_.

END USER: \_\_\_\_\_

Signed: \_\_\_\_\_

Name: \_\_\_\_\_