

## **Emergency Services Policy**

(aka) Customer Acknowledgement of Limitations on 911 Emergency Services and Other Legal Disclosures

Please read this Policy carefully and completely because we explain some limitations on 911 emergency services and other important stuff we have to tell you.

**BY USING THE SERVICES, YOU ARE AGREEING TO THE TERMS & CONDITIONS AND CONDITIONS OF THIS EMERGENCY SERVICES POLICY. IF YOU DO NOT AGREE TO THE TERMS & CONDITIONS, INCLUDING THIS EMERGENCY SERVICES POLICY, YOU ARE NOT AUTHORIZED TO USE BOOST MOBILE SERVICES.**

We use some terms here that we define in the Terms & Conditions so please read that carefully also.

Your safety is one of our biggest priorities, so we want to make sure you have all the details.

### **Limitations of Calls to 911 and 911 Service**

When we say “911,” we mean dialing 911 in the ordinary sense, but we also mean “Enhanced 911”, or “E911.” E911 is 911 plus some location and callback features designed to locate mobile wireless callers in an emergency. E911 only works where 911 call reception and dispatch centers, called Public Safety Answering Points (“PSAPs”), have installed E911-capable equipment.

### **General 911 Service Limitations**

We can’t realistically guarantee service everywhere all of the time. So there are limitations on the specific types of services over which 911 calls are made (for example, calls to 911 made via Boost Mobile voice service, Texts to 911, and calls made to 911 via Boost Mobile Wi-Fi Calling Service).

In fact, even as hard as we try, there are situations where 911 service might not be great or might not even work. Some examples are network or electrical power outages (usually during storms or natural disasters, but possible anytime, really), problems at PSAP(s) or with information provided by PSAPs, interference with radio frequency (“RF”) signals (blockage by trees, buildings, or whatever), you’re not in range of an RF signal, you lose internet service or don’t have Wi-Fi enabled/on, you’re traveling abroad or outside our coverage area, you do not update your virus or security protections, and other technical issues. Basically, there’s no fighting Mother Nature, and things go wrong with technology all the time.

Whenever you dial 911, you should be ready (as much as possible) to explain where you are and the nature of your emergency.

### **Emergency Mobile Wireless Calls to 911**

Whenever you dial 911, we may use or disclose personal information, like your address that you've provided and/or Device-based location information (e.g. horizontal and vertical location coordinates). If you don't like this, don't blame us: The Federal Communications Commission ("FCC") requires us to collect and share the location of 911 callers with PSAPs (the whole idea is that the feds want first responders to find you if you make an emergency call).

We will try to route your 911 call to the best PSAP for your location, but calls may be routed to a PSAP covering a neighboring or distant area for a lot of reasons.

If you roam from our network to the network of another mobile wireless carrier during a 911 call, your 911 call could drop. You would then need to start a new 911 call on the new network.

### **Text-to-911**

#### **IN AN EMERGENCY, WHENEVER POSSIBLE, CALL 911 INSTEAD OF TEXTING.**

Text-to-911 isn't available everywhere. You can't use Text-to-911 unless you're in an area where the PSAP accepts Text-to-911 messages. You also need a Device with an active messaging plan and a cellular data connection (having only a Wi-Fi connection won't work). You won't be able to use the Text-to-911 service when roaming on another carrier's network. We can't guarantee that messages will be delivered, received, or in the right sequence.

Of course, you'll need to give emergency responders your exact physical location (as with all 911 communications).

### **Boost Mobile Wi-Fi Calling Service**

Our Wi-Fi calling service completes telephone calls using what is called Voice over Internet Protocol ("VoIP") technology. VoIP works by connecting a capable Device to a router using a Wi-Fi signal. It is mainly for use within the United States ("U.S."). VoIP telephony is very different from traditional telephone service and has some extra limitations. A 911 call you make will usually use our network if it's available — even if a broadband internet connection is also available. If our network isn't available for any reason, your Device will use a Wi-Fi signal if available. We describe some of the limitations when Wi-Fi calling might be limited or might not work below — it's important that you are aware of them before deciding if you'll use Wi-Fi calling.

*Wi-Fi calling services might be available in some countries outside the U.S. but calls to 911 and other international emergency service numbers, such as 112 or 999, WILL NOT work over Wi-Fi, so don't use it for emergency calls if you are outside the U.S.*

### **911 Limitations of Wi-Fi Calling Service**

- **General Service Limitations.** All the limits we described for regular 911 service also apply to Wi-Fi calling service. Relocation of Your Device(s). If you use the Wi-Fi calling service in a location other than the Registered Location for your Device, 911 calls may

not be routed to the appropriate PSAP for your physical location when you make the call. Use of “Non-Native” Telephone Numbers. If you use a Wi-Fi calling service that provides you with an alternative telephone number (e.g. Google Voice) that is outside the geographic area of your Registered Location the PSAP for the Registered Location may not recognize the telephone number for callback or other informational purposes.

- **Broadband Connection Failures.** The Wi-Fi calling service won't be able to make calls if you aren't connected to the internet. Internet congestion and network design issues can cause 911 calls made by using Wi-Fi to produce a busy signal or take longer to answer than 911 calls placed through traditional telephone networks.
- **Registered Locations.** You have to give us an address where you want first responders to search for you if you make an emergency 911 call using our Wi-Fi calling service. We call this the “Registered Location.” We use the Registered Location when a 911 call is placed to send the call to the right PSAP and to give the PSAP your location. Your Device may automatically attempt to determine the Registered Location information based on its location. You are responsible for verifying and updating the Registered Location information regularly. If you don't, we might use an old or wrong location to route a call to a PSAP. Also, update your Registered Location when accessing a Wi-Fi network with the same network name (i.e., SSID) that may exist in multiple locations because the Registered Location will not automatically update when you move to a new location. If you link other devices such as laptops, tablets, or smartwatches to a VoIP application or service that allows all of the linked devices to use your Boost Mobile number, or that cause all calls to those devices to ring simultaneously with a Device (e.g., Companion Service), you agree to give us and keep a Registered Location up to date for each device. When you activate our Wi-Fi calling services or update your Registered Locations, there may be some delay before complete and accurate information is passed to the local emergency service call taker.
- **PSAP Limitations.** The PSAP for your Registered Location may not have a system configured for all 911 services (e.g., it might not work for Wi-Fi calling services). The PSAP won't always be able to determine the phone number, Registered Location, or physical location of your Device, so you may have to give the PSAP that information. Otherwise, the PSAP might not be able to call you back or help you with your emergency.
- **Warning Labels and Certifications.** You'll need to tell people using the Wi-Fi calling part of your Service about the limits on 911 when using it. You can go to <https://www.boostmobile.com/content/dam/boost/web/en/911-stickers.pdf> to download warning labels about this to put on or near devices using that part of the Service. You will acknowledge all advisory notices that you receive from Boost Mobile by completing and returning all certifications regarding 911 service when you receive them.
- **Other Limitations.** Wi-Fi calling does not support Wireless Emergency Alerts and may not support other wireless products and services. Some non-cellular devices capable of Wi-Fi calling may not allow you to make a 911 call using Wi-Fi calling.
- **Limitation of Liability and Release.** We are not liable if emergency services do not work when using Wi-Fi calling and you release and discharge us, our affiliates and subsidiaries, and our and their officers, directors, employees, agents, and vendors from any and all claims, losses, costs or damages of any kind that relate to your use or the use

by others of Wi-Fi calling. This release and waiver covers all claims of any kind whether or not we know or could have known about them.

## **911 Communications via Real-Time Text (RTT), Telecommunications Relay Service (TRS), and Teletypewriter (TTY)**

We don't support TRS for 911 purposes. Instead, we support Real-Time Texts to 911 (RTT-to-911). We also support 711, but you should never dial 711 for emergency services (instead, use RTT-to-911 or call 911 if you are able).

RTT-to-911 won't work at all PSAPS. If you use it and a PSAP can't figure out your location, it might get changed to something called Teletypewriter (TTY), and a PSAP might send the call to an Emergency Call Relay Center (ECRC) (even if it doesn't get changed to TTY). ECRCs can't support RTT, and so you will need to give them details they need, including your location. The ECRC will then give your location to the relevant PSAP. The PSAP may call you directly using TTY equipment, but it would still appear to be RTT on your Device.

## **Companion Service**

If you use an Apple iPhone with your Service, you may be able to use your Apple ID to associate other devices like laptops, tablets, and smartwatches ("Adjunct Devices") with your phone number, allowing you to make and receive calls made via your phone number using your Adjunct Device as though you were actually using your iPhone ("Companion Service"). Make sure you give us a Registered Location for each Adjunct Device, and keep it current. Otherwise, if the Adjunct Device is in a different location than your iPhone, we won't know and we need the right location of the device to help us get the right information to the right PSAP. You need to know that if you use the Companion Service, all of your Adjunct Devices and your iPhone might ring when someone calls your iPhone, even a PSAP trying to respond to a 911 call — meaning someone might use one of your Adjunct Devices to answer a call from the iPhone, even if they're in the wrong place and don't know about the 911 call from the iPhone.

## **Wireless Emergency Alerts ("WEAs")**

The FCC requires us to tell you all about WEAs, so we thought we'd start by explaining what they are. Makes sense, right? Anyway, WEAs are free messages that we send to your Device from certain national, state, or local emergency and public safety authorities — you know, those messages that beep loudly on your Device and usually say something important.

We don't create WEAs — they are from public safety officials who send them through the Federal Emergency Management Agency to us. We then send them over our network to your Device and make sure you receive them. If you don't like them, you can turn most of them off in your device settings.

## **Notice Regarding Transmission of Wireless Emergency Alerts (Commercial Mobile Alert System)**

Boost Mobile has chosen to offer wireless emergency alerts, including enhanced geo-targeting, within portions of its service area, as defined by the terms and conditions of its service agreement, on wireless emergency alert-capable devices. There is no additional charge for these wireless emergency alerts.

Wireless emergency alerts, including enhanced geo-targeting, may not be available on all devices or in the entire service area, or if a subscriber is outside of the Boost Mobile service area. For details on the availability of this service and wireless emergency alert capable devices, including the availability and benefits of enhanced geo-targeting, call us at 833-50-BOOST (833-502-6678) or go to the FEMA website: <https://www.fema.gov/>.

### **Notice Required by FCC Rule 47 CFR 10.240 (Commercial Mobile Alert System)**

WEAs broadcast at a set volume that cannot be changed. WEAs may override any blocks you have on your phone, such as do not disturb, but they should not interfere a lot with making phone calls, sending emails, or completing online transactions.

If you receive a WEA, take any action recommended in the alert and check your local media or the National Weather Service for additional information.

There are different types of WEA messages:

- **Presidential Alerts** – This kind of alert can only be sent by the President of the United States.
- **Imminent Threat** – This kind of alert is categorized as either Extreme or Severe. Examples of this type of alert might be a weather alert or a chemical spill.
- **AMBER Alerts** – America’s Missing: Broadcast Emergency Response or “AMBER” Alerts can be sent as a WEA message.

You may opt out of imminent threat alerts or AMBER alerts, but you may not opt out of Presidential alerts. You should keep all alerts activated for your safety, but if you choose to opt out of alerts, see your phone’s User Manual for more information about Settings.

In transmitting emergency alerts, as required by federal law, Boost Mobile, including its officers, directors, employees, vendors, and agents, will not be liable to any subscriber to, or user of, Boost Mobile’s wireless service or equipment for any act or omission related to or any harm resulting from the transmission of, or the failure to transmit, an emergency alert; or the release to a government entity or agency, public safety, fire service, law enforcement official, emergency medical service, or emergency facility of subscriber information used in connection with delivering an emergency alert.

To learn more about WEAs, the limited availability of this service and enhanced geo-targeting, and wireless emergency alert capable devices, call us at 833-50-BOOST (833-502-6678), or go to the FEMA website: <https://www.fema.gov/>.

### **Legal Process and Other Disclosures**

There are some situations where we may access, monitor, use, or disclose your personal information or communications. We might have no choice but to do these things to comply with the law or respond to certain legal demands. Some reasons we would have to do this are where a

court requires us to disclose certain information (like a subpoena or summons), including in a lawsuit, or where there is a warrant or subpoena from a government body, like law enforcement, requiring us to give them information. Sometimes this happens where there are urgent circumstances or where needed to protect the rights or property of us, our agents, members, our customers, and others including to enforce our agreements, policies, and terms of use, and respond to emergencies. Personal information we collect includes information you give us, such as (without limitation) name, postal address, phone number, email address, date of birth, social security number or other government identification number, demographics, activities, payment information, location information, and personal preferences.

Like all mobile wireless companies, we're required by law to provide information to government and law enforcement entities, as well as parties to civil lawsuits, by complying with court orders, subpoenas, lawful discovery requests, and other legal requirements. For information on how to view our transparency reports, please call us at 833-50-BOOST (833-502-6678).

For more information about the uses of your information, please carefully review our full Privacy Policy.

### **Automated Call Blocking**

Blocked calls are stopped in the network and never reach your Device. Blocked calls are not sent to voicemail. We give you some ways to block unwanted calls and robocalls. We also block calls from telephone numbers that are invalid or are on a DNO (Do Not Originate) list — these numbers should not be making calls in the first place. The FCC requires us to block calls from a carrier that is not registered in the Robocall Mitigation Database (RMD).

We use some types of data and analysis to block categories of calls that are highly likely to be illegal. We follow government requirements on this. We don't block 911 calls and use reasonable efforts not to block emergency numbers or PSAPs. If you think we're blocking calls you don't want to be blocked, contact us at:

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### **Hearing Aid Compatibility**

Boost Mobile offers many phone models that meet the Hearing Aid Compatibility standards set by the FCC. Visit the FCC web page ([www.fcc.gov](http://www.fcc.gov)) for more information about wireless HAC rules and service provider regulations. For more information about Boost Mobile Hearing Aid Compatible Devices, please call us at 833-50-BOOST (833-502-6678) or contact your Device manufacturer.