

We trust you have been enjoying your service on our fiber optic network, and we appreciate you being a customer. Every year, we are required to remind you that your Valley landline service will not work during a power outage without a battery backup. Please read the information below and do not hesitate to call us if you have any questions.

## **BACKUP POWER CUSTOMER NOTICE**

### **Backup Power for Voice Telephone Services during Power Outages:**

For many years, your telephone would allow you to stay connected to emergency voice services during a power outage. However, if your voice telephone service is provided using fiber optics rather than the traditional copper-based line, the voice telephone service requires backup battery power to continue functioning during an outage. To avoid a disruption of voice service during an outage and to maintain the ability to connect to 911 emergency services, Valley TeleCom Group offers two battery options for the backup power for your voice telephone service.

### **What Your Battery Can and Can't Do for You:**

The backup battery for telephone equipment is installed in a location near where the fiber enters your home or business, and it allows you to continue to use your voice services during a power outage. Without a backup battery or alternate backup source such as a generator, customers with fiber-based telephone service will not be able to make any calls, including emergency calls to 911 during an outage. The only way to maintain the ability to use your telephone is by using some form of backup power.

Our backup battery does not provide power to any services other than voice. Security systems, medical monitoring devices and other equipment will not run on a voice telephone backup battery.

### **Replacement Options:**

Batteries may need to be replaced every three to seven years or when the battery is no longer functioning.

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- Valley TeleCom Group backup battery options – For \$1.95 per month, Valley TeleCom Group will provide and install, an 8-hour backup battery and provide free replacement when it becomes known that the battery needs to be replaced. If you have any questions, please call 800-400-1273, or go to your local Valley TeleCom office. For \$12.95 per month, you can opt to have a battery that will last up to 24 hours if you prefer to have the extended time coverage.
- Third Party provided spare backup batteries - You may also be able to purchase a replacement backup battery through local retailers or on-line. If you have a backup battery unit from Valley TeleCom Group, the type of battery that you need is a Haze HZS12-8 – 12 Volts.

**Expected Backup Power Duration:** Backup batteries are expected to last at least 8 hours on standby power. The backup battery should give you at least 6 hours of talk time. If you feel that is not enough time, you may extend your standby power by purchasing from our company or a third-party additional spare 8-hour batteries.

**Instructions for Proper Care and Use of Your Battery:** Please follow the more detailed instructions included with any extra battery for proper use, storage and care of your battery to ensure that it will function as needed during a power outage. If you do not store an extra battery correctly, it may shorten its useful life. Environmental factors such as temperature can shorten an extra battery's useful life. We recommend that any extra battery be stored above 41°F and below 104°F for optimum life. These batteries are usually not rechargeable except under controlled situations. They will not last forever and should be replaced every 3 years, or when your device starts to make a loud beeping sound and/or the indicator light for the battery shows that it is low or out of charge.

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