

BACKUP POWER CUSTOMER NOTICE

Backup Power for Residential Voice Telephone Services during Power Outages: For many years, your home telephone would allow you to stay connected to emergency voice services during a power outage. However, if your residential voice telephone service is provided using fiber optics rather than the traditional copper-based line, the residential voice telephone service requires backup battery power to continue functioning during an outage. This helps to avoid a disruption of home voice service during an outage - and to maintain the ability to connect to 911 emergency services.

What Your Battery Can - and Can't - Do for You: The backup battery for telephone equipment provided by Valley TeleCom Group will be located near where the fiber enters your home and allows you to continue to use your home voice services during a power outage. Without a backup battery or alternate backup source such as a generator, customers with fiber based residential 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. Home security systems, medical monitoring devices and other equipment will not run on a residential voice telephone backup battery.

Options for Backup Battery Power:

- Valley TeleCom Group backup batteries – 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 battery backup through local retailers or on-line. 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.