

## **RESIDENTIAL 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. If your residential telephone service is provided using fiber optics rather than the traditional copper based line, the residential telephone service requires backup battery power to continue functioning during an outage. To avoid a disruption of home voice service during an outage - and to maintain the ability to connect to 911 emergency services – BWTelcom offers you an option to purchase a battery for backup power for your residential telephone service.

**What Your Battery Can - and Can't - Do for You:** The backup batteries for telephone modems provided by BWTelcom allow 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. 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.

**Replacement Options:** If you choose to use a battery for backup power for your residential telephone service, the battery may need to be replaced every two or three years or when the battery is no longer functioning.

- BWTelcom provided replacement backup batteries - BWTelcom can provide and install, for a fee, a replacement backup battery, upon appointment, when it becomes known that the battery needs to be replaced. However, please note there will be a charge for the battery and this service. Our backup batteries cost approximately \$50-\$100 and are expected to have at least 8 hours standby power. Additional equipment required will be charged to the customer. For additional information or to schedule an appointment, please call 800-835-0053, or email us at [bwtelcom@bwtelcom.net](mailto:bwtelcom@bwtelcom.net). Additional spare backup batteries to be stored in your home may be purchased from our company as well.
- Third Party provides spare backup batteries – You can also purchase additional spare backup batteries to keep on hand in your home through local retailers or on-line from BatterySharks.com, where you can find a variety of different sized units. Please contact our company and we will gladly provide you with the information you need regarding the type of modem that you have to ensure that you purchase a battery model that matches your modem.

**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 additional spare 8 hour batteries or a 24 hour battery from our company or a third party.

**Instructions for Proper Care and Use of Your Battery:** Please follow the more detailed instructions included with your 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 your battery correctly, it may shorten its useful life. Environmental factors such as temperature can shorten your battery's useful life. We recommend that you store your battery above 41°F and below 104°F. These batteries are usually not rechargeable. They will not last forever and should be replaced every 2 to 3 years, or when the indicator light for the battery shows that it is low or out of charge. You should also periodically, as described in the instructions included with your battery, remove and test your battery to verify both the operation of the backup battery and its condition.

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