

## **BACKUP POWER CUSTOMER NOTICE**

### **Backup Power for Residential Voice Telephone Service during Power Outages:**

For many years, your home telephone would allow you to stay connected to emergency voice services during a power outage. However, when your residential voice telephone service is provided using fiber optics, the residential voice 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 - Plains Cooperative Telephone provides you with battery backup power for your residential voice service at the time of the initial installation at no additional cost.

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

The backup battery pack for telephones provided by Plains Telephone 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 voice service will not be able to make any calls, including emergency calls to 911. The only way to maintain the ability to use your phone 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 Internet routers will not run on a voice telephone backup battery.

### **Replacement Options:**

As previously noted, a backup battery has been provided by Plains Telephone during the initial installation. However, the battery provided by our company may need to be replaced every two or three years or when the battery is no longer functioning.

- Plains Telephone provided replacement backup batteries – Plains Telephone will provide and install at no cost to you, a replacement backup battery, upon appointment, when it becomes known that the battery needs to be replaced. If you have any questions, please call 970-358-4211. Additional spare backup batteries to be stored in your home may be purchased from our company.
- Third Party provided spare backup batteries – You can also purchase additional spare backup batteries to keep on hand in your home through many retailers such as Best Buy or online. Please contact our company and we will gladly provide you with the information you need about the type of unit you have to ensure that you purchase a battery model that matches your unit.

### **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 battery.

### **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 your device starts to make a loud beeping sound. That sound means that the battery is depleted, and must be replaced. See the instructions above for purchase and replacement options. 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.

