

BACKUP POWER CUSTOMER NOTICE

Backup Power for Home Phone Services during Power Outages

For many years, your home phone would allow you to stay connected to emergency voice services during a power outage. However, many of today's advanced home phone services require 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 -- we at BTC Fiber offer you the option of purchasing backup power for your home phones.

What Your Battery Can – and Can't – Do for You

BTC Fiber's backup batteries for telephone modems 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 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 other equipment will not run on a home phone backup battery.

Purchase and Replacement Options

If you are concerned about being able to contact 911 emergency services during a power outage, a backup battery may be a good option for you. The battery offered by BTC Fiber is approximately 2 pounds and is roughly the size of brick.

You can purchase a backup battery directly through BTC Fiber. If you have any questions or simply want to purchase a backup battery through us, please call (423) 447-2121 or (423) 949-2121 or visit our website at www.btcfiber.com. Our 8 hour backup batteries cost approximately \$85.00 and can be picked up in one of our local offices. If you do not feel comfortable installing your own battery, please call us to make an appointment, and we would be happy to assist you. However, please note that there may be a charge for this service. Our 8 hour backup batteries come with a one year warranty.

Expected Backup Power Duration

Backup batteries are expected to last at least 8 hours on standby power. The backup battery should give you 6 hours of talk time. If you feel that is not enough time, you may extend your standby power by purchasing a 24 hour battery or additional 8 hour batteries.

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 not rechargeable. They will not last forever and should be replaced every 1 to 2 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.