

## **NOTICE to Customers**

### **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, we have upgraded our facilities and now your telephone service may be provided over fiber optic or cable modem, rather than the traditional copper-based line. These technologies require backup battery power to allow your telephone service to continue functioning during a power outage. To avoid a disruption of home voice service during an outage, and to maintain the ability to connect to 911 emergency services, Consolidated Telcom provides you with a battery for the backup power for your residential voice telephone 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 provided by Consolidated Telcom 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, your 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.

### **Instructions for Proper Care and Use of Your Battery:**

If you do not place 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 place your battery above 41°F and below 104°F. They will not last forever and should be replaced every 3 to 5 years, or when the indicator light for the battery shows that it is low or out of charge. You should also periodically unplug your battery backup from AC power to test your battery/cable modem to verify both the operation of the backup battery and its condition. Please remember to plug the AC back in after this test.

### **Provided Backup Power Duration:**

The backup power duration differs based on the technology that provides your telephone service to your home. See below:

✓Fiber Optic / Cable Modem — backup batteries are expected to last at least 8 hours on standby power.

### **Replacement Options:**

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

Consolidated Telcom provided replacement backup batteries: Consolidated Telcom 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. A 24-hour battery is available upon request. If you have any questions, please call 701-483-INET (4638), toll free 888-873-4638 or email support@consolidatednd.com.