

## **Fiber Optic Customers Backup Power Consumer Disclosure Form**

### ***Backup Power for Landline Phone Services During Power Outages***

For many years, your landline phone would allow you to stay connected to emergency voice services during a power outage. However, many of today's advanced landline phone services (including fiber optics) require backup battery power to continue functioning during an outage. To avoid a disruption of landline voice service during a power outage – and to maintain the ability to connect to 911 emergency services – GRM Networks®/LTC Networks®/ SCC Networks® (the Company) provides an uninterrupted power system (UPS) with backup battery for all customers when they are cut over to fiber service. As with all batteries, the battery provided by the Company has a limited life and will eventually need to be replaced. The Company offers you the option of purchasing replacement batteries for the UPS once the current batteries reach end of life in order to continue backup power for your landline phones.

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

The backup batteries provided by the Company for fiber installations allow you to continue to use your landline voice services during a power outage. Fiber customers will not be able to make any calls during a power outage, including emergency calls to 911, without a backup battery or alternate backup source such as a generator. The only way to maintain the ability to use your phone on fiber 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, Internet access, cordless phones, and other equipment will not run on a landline 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 the Company is approximately one pound and is roughly the size of two juice boxes.

You can purchase a backup battery directly through the Company. If you have any questions or simply want to purchase a backup battery through us, please call 800-451-2301 for the Princeton business office, 800-551-1930 for the Bethany business office, 800-551-1940 for the Leon business office, call 777 from your landline phone, or go to your local business office. Our 8 hour backup batteries cost approximately \$54.60 and can be shipped directly to your house at your cost, or can be picked up in one of our business 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.

### ***Expected Backup Power Duration***

Backup batteries are expected to last at least 8 hours on standby power. The backup battery could give you up to 6 hours of talk time. If you do not feel that is enough time, you may extend your standby power by purchasing additional 8-hour batteries. If you want to have 24 hours of standby power, you would need to have three 8-hour batteries on hand and make sure they are fully charged. The UPS provided by the Company allows you to stack additional batteries so they will stay charged and ready for use.

### ***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. The battery's user manual recommends that you store your battery above -22°F and below 149°F. These batteries are rechargeable. When your device starts to make a beeping sound or when indicated by the battery light indicator, that means the battery is depleted and must be replaced. See the instructions above for purchase and replacement options. You should also periodically remove and test your battery to verify both the operation of the backup battery and its condition.