



## *Backup Power Information*

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This is a notice to describe the power limitation of your voice service provided on Fiber to the Home plant that does not directly power your voice service and which provides you with an opportunity to purchase power backup if you are not comfortable with the limitations. You are receiving this notice because you are served by Fiber to the Home technology.

### *What are the power limitations?*

If your home phone service is provided with our state-of-the-art fiber optic, it requires electric power to operate. Your voice service will not operate during a power outage. To avoid a disruption of home voice service during a power outage – and to maintain the ability to connect to 911 emergency services or any other calls from your home phone you will need battery backup. Camellia Communications and/or Hayneville Telephone Company (CC/HTC) supplies an 8 hour back option for no additional charge.

### *Where to Obtain Your Battery Backup*

Your services were installed with an 8 hour battery backup. If you have any questions, please call our business office at 371-3000 or 548-2101, or visit our business office. Our 8 hour backup batteries are provided at no cost to our customers and the 24 hour backup cost is \$99.00. It can be picked up at our business office. The manufacturer documentation will provide helpful information about how to self-monitor and self-test the backup battery. We will also provide any applicable warranty information. The warranty is for three years from the date of the initial purchase. Battery installation is easy, but if you do not feel comfortable installing your own battery, we would be happy to assist you. Please note, however, that there will be a \$30.00 charge for installation.

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

The battery offered by CC/HTC is approximately 3.03 kg and is roughly the size of children's meal box. Our backup batteries are expected to last at least 8 hours on standby power. That means the 8 hour backup battery should give you approximately 7.2 hours of talk time. If you feel that is not enough time, you may extend your standby power by purchasing a 24 hour battery extension to give you approximately 20 hours of talk time. Our backup battery does not provide power to any services other than voice. Home security systems, medical monitoring devices, routers and other equipment will not run on a home phone backup 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 -4°F and below 113°F. These batteries are rechargeable. They will not last forever and should be replaced as recommended by the manufacturer, 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.