

## BACKUP POWER CUSTOMER NOTICE

**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, if your voice telephone service is provided using fiber optics or fixed wireless rather than the traditional copper-based line, the 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 - NEMR Telecom provides you with a battery for the backup power for your 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 batteries for telephone modems provided by NEMR Telecom 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 with fiber or fixed wireless based 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.

**Replacement Options:** As previously noted, a backup battery has been provided by NEMR Telecom during the initial installation. However, the battery provided by our company may need to be replaced every 6 to 10 years or when the battery is no longer functioning.

NEMR Telecom provided replacement backup batteries - NEMR Telecom will provide and install at no cost to you, a replacement backup battery, when it becomes known that the original battery needs to be replaced. If you have any questions, please call 660-874-4111. Additional spare backup batteries to be stored in your home may be purchased from our company.

**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. The backup batteries will NOT work for internet or television.** If you feel that is not enough time, you may extend your standby power by purchasing from our company additional spare 8-hour batteries or a 24-hour battery.

**Instructions for Use of Your Battery:** These batteries are usually not rechargeable. They will not last forever and should be replaced every 6 to 10 years, or when the indicator light for the battery shows that it is low or out of charge.

**Costs of extra batteries:** \$40 per extra 8 hours of battery backup for telephone use