



Backup Power Information

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 network, 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.

Where to Obtain Your Battery Backup

We offer an optional backup battery available for purchase directly from Bulloch Telephone Cooperative. If you have any questions or simply want to purchase a backup battery through us, please call 912-865-1100, visit our website at www.bulloch.net, or visit our business office. Our 8-hour backup batteries are available at Bulloch Telephone Cooperative and are free of charge. There is also a 24-hour back up available. The battery is approximately \$140 and can be shipped directly to your house or can be picked up at our business office. If purchasing your battery backup from Bulloch Telephone Cooperative, we can guarantee that the battery will be compatible with your equipment and we will provide helpful information about how to self-monitor and self-test the backup battery. We will also provide any applicable warranty information. 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 may be a charge for installation.

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

The battery offered by Bulloch Telephone Cooperative is approximately five pounds and is 4"x6" for 8 hours and seventeen pounds and 11"x12" for 24 hours backup. Our backup batteries are expected to last at least 8 hours or 24 hours on standby power. It is important to remember the battery is for emergency calls and not for your normal, every-day talking 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 32°F and below 140°F. These batteries are rechargeable. However, they will not last forever and should be replaced every 3 to 4 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.