



#### **BATTERY BACKUP POWER CUSTOMER NOTICE**

Backup Power for Fiber To The Home (FTTH) Services during Power Outages: For many years, a home phone would allow you to stay connected to emergency voice services during a power outage. However, many of today's advanced home phone services require battery power 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** - we at Gridley Telephone Company have provided you backup power for your home phones lasting up to 8 hours.

The Gridley Telephone Company backup batteries for telephone service allows the continuation of using home voice services during a power outage. Without a backup battery or alternate backup source such as a generator, customers will not be able to make any calls, including emergency calls to 911. The only way to maintain the ability to use your phone is by using some form of battery power. The battery used by Gridley Telephone is approximately seven pounds and is roughly 6x3x3 inches. This battery is provided and maintained by Gridley Telephone Company. **Our backup battery is provided for the voice service only. Home security systems, medical monitoring devices and other equipment will not run on our phone backup battery.**

Expected Battery Power Duration: Optional batteries are expected to last at least 24 hours on standby power during a commercial power outage.

Instructions for Proper Care and Use of Your Battery: You must store your battery correctly or 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 41°F and below 104°F. These batteries are rechargeable. However, they will not last forever and should be replaced when an indicator light changes color, or possibly when your device starts to make a loud beeping sound. That sound means that the battery is depleted, and must be replaced. You should also periodically, test your battery to verify both the operation of the extended battery and its condition. On the Cyber Power Box, there are three small indicator lights. They are labeled left to right: AC, OUTPUT, BATTERY. In normal conditions the AC light should be green, the OUTPUT light should be Green, and the BATTERY should be dark. If any of these light conditions are different, there is a malfunction and you should call for service, soon. Gridley Telephone will service and maintain the main battery in the power pack that come with the installation. You may choose to purchase your own extended battery pack from Gridley Telephone, or you may choose to buy from a third-party vendor. GTC will have available for sale the correct battery type and connection parts for your extended battery pack; however, the customer will be responsible for the extended battery pack.