

Backup Power Information

If your home phone service is provided with our state-of-the-art fiber optic network, it requires electric power to operate. To avoid a disruption of home voice service during a power outage – and to maintain the ability to connect to 911 emergency services -- we at Cass Communications offer you battery backup power option(s).

Where to Obtain Your Battery Backup

Cass Communications would like to ensure that our customers are provided reliable backup batteries that allow you to continue to use your home voice services during a power outage. That is why we offer an optional backup battery available for purchase directly from Cass. If you have questions or want to purchase a backup battery through us, please call -800-252-1799, or visit our business office. Our 8 hour backup batteries cost \$70. Our 24 hour backup batteries cost \$225. Both solutions can be shipped directly to your house, or can be picked up at our business office. By purchasing your battery backup from Cass Communications, you 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 straight forward, 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 \$75 charge for installation. Applicable taxes and surcharges will also apply.

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

The battery offered by Cass Communications are approximately three pounds and roughly the size of a shoe box. Our backup batteries are expected to last at least 8 or 24 hours on standby power. That means the backup battery should give you roughly 6 or 20 hours of talk time, respectively. Our backup battery does not provide power to any services other than voice service. Home security systems, medical monitoring devices, routers and other equipment will not run on our 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 41°F and below 104°F. These batteries are not rechargeable. They will not last forever and should be replaced every 1 to 2 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.

Customer Acknowledgement

BY SIGNING BELOW, you acknowledge that you have received information about the limitations of your phone service in the event of a power failure, and have received information about the option to purchase a backup battery to maintain your service's function during a power outage. You understand that without a backup power source, your phone service, including your ability to dial 9-1-1, may not function during a power outage. You also understand that even with a back-up battery, your talk time during a power outage may be limited by multiple factors, including the condition of the battery at the time of the outage.

Customer Signature: _____ Date _____

Company Representative: _____ Date _____