

## **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 -- Cass Communications can provide your 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 \$235. Our 24 hour backup batteries cost \$395. 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 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 \$125 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 five 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.