

**Buggs Island Telephone Cooperative (BIT)**  
**Backup Power Consumer Acknowledgement Form**

***Backup Power for Home Phone Services during Power Outages***

For many years, your 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, including those delivered over fiber optic networks, require electric power to operate, or backup battery power in the event of a power outage. To avoid a disruption of voice service during an outage – and to maintain the ability to connect to 911 emergency services, we at BIT offer you the option of purchasing backup power for your home phone(s).

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

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 during a power outage. The only way to maintain the ability to use your phone in the event of a power failure is by using some form of backup power. BIT offers backup batteries with either 8 hours or 24 hours of standby power.

The backup battery has the capability of running the internet service, however, when using the internet through the backup battery the charge is quickly depleted. *We strongly advise the backup battery be used for emergency voice calls only during a power outage.* Our backup battery does not provide power to any services such as home security systems, medical monitoring devices and other equipment.

***Purchase and Replacement Options***

If you are concerned about being able to contact 911 emergency services during a power outage, a backup battery may be a good option for you. The batteries offered by BIT are the standard 8 hour and the extended 24 hour battery.

You can purchase a backup battery directly through BIT. If you have any questions or simply want to purchase a backup battery through us, please call 434-636-2274, or visit our local business office. If you do not feel comfortable installing your own battery, please call us to make an appointment, and we would be happy to assist you. However, please note that there will be a \$30 premise charge for this service.

***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 rechargeable. However, 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.

***Warranty***

Your battery is covered by a limited warranty through CyberPower Systems Inc., 4241 12<sup>th</sup> Avenue East, Suite 400, Shakopee, MN 66379, Phone: (952)403-9500, Web: [www.cpsww.com](http://www.cpsww.com). You must be the initial purchaser and possess a dated sales receipt.

***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: \_\_\_\_\_