

Dear Valued Customer,

The following information serves as a yearly reminder to check, test, and replace your battery backup if necessary.

Backup Power Information

This is a notice to all Buggs Island Telephone (BIT) customers that describes the power limitation of your voice service provided on a 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

If you have not purchased battery backup for your service already, we offer an optional backup battery available for purchase directly from BIT. If you have any questions or simply want to purchase a backup battery through us, please call 434-636-2274, or visit our business office. Our 8-hour and 24-hour backup batteries can be shipped directly to your house, or can be picked up at our business office. By purchasing your battery backup from BIT, 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

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.

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 12th Avenue East, suite 400, Shakopee, MN 66379, Phone: (952)403-9500, Web: www.cpsww.com.

You must be the initial purchaser and possess a dated sales receipt.