

# AdamsWells Internet Telecom TV

## Backup Power Disclosure Notice

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### ***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 require backup battery power to continue functioning during an 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 AdamsWells offer you the option of purchasing backup power for your home phones.

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

Backup batteries, for fiber optic network terminals (ONTs) that provide telecom service, allow you to continue to use your 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 backup power.

A backup battery will not provide power to any services other than voice. Home security systems, medical monitoring devices and other equipment may not function as expected on a home phone backup battery.

### ***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.

#### ***-If AdamsWells provides the backup batteries-***

You can purchase a backup battery directly through AdamsWells. If you have any questions or simply want to purchase a backup battery through us, please call 260-565-3131, or visit our office at 2351 N. Main St, Craigville IN 46731. Our 24 hour backup batteries cost \$99, plus a monthly fee of \$9.95 and can be picked up at our Craigville, IN 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 charge for this installation service. This notice is available at [ww.adamswells.com](http://ww.adamswells.com).

#### ***-If a third party provides the backup batteries-***

You can also purchase a backup battery through many of your local retailers or on-line. Be sure to purchase the battery model that will provide at least 8 hours of service based on the telecom equipment (ONT) installed at your location. Contact our office for additional information on battery sizing.

### ***Expected Backup Power Duration***

Backup batteries purchased from AdamsWells are expected to provide standby power for 24 hours. The backup battery should give you 2 hours of talk time. If you feel that is not enough time, you may extend your standby power by purchasing a larger (higher amperage) battery backup.

### ***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, but they will not last forever and should be replaced every 2-3 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** – All battery backup units have a 30 day warranty. After 30 days the replacement fee is new unit pricing.