



## **Backup Power Disclosure Notice**

### ***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 telephone services including 911 emergency services, home security services, medical monitoring devices and other similar services requiring a telephone connection during an outage –Douglas Fast Net (DFN) recommends customers purchase backup power for your phone services.

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

Backup batteries for telephone service allow you to continue to use your home voice services for a limited time 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 using DFN's phone service. The only way to maintain the ability to use your phone is by using some form of backup power. Our recommended battery backup should not be used to provide power to any services other than DFN installed equipment. Also backup batteries will not directly prevent related equipment damage that may occur during extreme weather conditions or storms including lightning.

### ***Purchase and Replacement Options***

If you are concerned about being able to contact 911 emergency services during a power outage, purchasing a backup battery (uninterruptible power supply, UPS) may be a good option for you. The UPS recommended by DFN, APC Back-UPS BN650M1, is available to purchase on-line at most office supply stores or Amazon.com, costs approximately \$55-\$65, weighs 8 pounds and is roughly 11 inches by 4 inches by 6 inches in size. If you have any questions or simply want to purchase a UPS, please call us at 541-673-4242 or go to the DFN Office at 2350 NW Aviation Dr., Roseburg OR. 97470 to obtain purchase recommendations. If you feel that you will need assistance in installing your UPS, please call us to make an appointment, and we would be happy to assist you. However, please note that there may be a charge for this service.

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

The battery that DFN recommends is rated by its manufacturer to last at least eight hours in idle mode when the battery is new. The battery is intended to enable users to make short, emergency or other urgent telephone calls during a power outage. During an extended power outage, use your telephone service sparingly to preserve your battery life. The actual length of time that your telephone service will be available during a power outage depends on many variables, including, but not limited to, the following: (i) the amount of phone usage when utilizing power from the backup battery; (ii) whether a backup battery is properly installed and charged, such as whether it has had an opportunity to fully recharge after a prior outage; (iii) the condition and age of the backup battery; and (iv) the amount of prior usage of the battery. Batteries lose capacity with age. Batteries can also lose power if they are frequently discharged and charged. Failure to adhere to proper storage and usage conditions will reduce the talk time available when you are in an outage and the life span of your battery. If you feel that is not enough time, please contact DFN's business office and we can suggest some models of UPS that will meet your needs.

### ***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 32°F and below 104°F. These batteries are rechargeable, but they will not last forever and should be replaced every 3 years, or when your device starts to make a constant tone. That sound means that the battery is depleted, and must be replaced. See the instructions above for purchase and replacement options.

### ***UPS Self-Testing and Monitoring***

You should 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. You are responsible for reviewing all safety or other guidelines and instructions from the manufacturer of any battery or other backup power supply that you use with DFN's services. Do not place batteries into fire, intense heat, or liquids. Do not attempt to open or modify battery packs, and avoid skin contact with cracked or leaking batteries. For disposal information, please refer to the manufacturer's web site or contact them directly. Please see battery instructions for audible and visual alarms located in the Status indicator section of the document to determine status of your UPS.

### ***UPS Warranty Information***

The warranty information will be provided in the packaging of your purchased UPS Battery.