



Alpine Communications, LC
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BACKUP POWER CUSTOMER 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 home voice service during an outage – and to maintain the ability to connect to 911 emergency services -- we at Alpine Communications, LC have provided you backup power for your voice connection.

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

Alpine Communications, LC's backup batteries 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.

Our backup battery does not provide power to any services other than voice. Home security systems, medical monitoring devices and other equipment will not run on a home phone backup battery.

Purchase and Replacement Options

Alpine Communications, LC provides an 8 hour battery. This battery is approximately seven pounds and is roughly the size of 8" x 10" picture frame. The 24 hour option is approximately eighteen pounds and is roughly the size of a 10" x 13" picture frame.

If you feel that the 8 hour battery is not enough time, you may extend your standby power by purchasing a 24 hour battery or additional 8 hour batteries. You can purchase these batteries directly through Alpine Communications, LC. Alpine Communications, LC reserves the right to charge for the 8 hour battery. If you have any questions, please call 1-800-635-1059, visit our website at www.alpinecom.net, or come to our office. Our 8 hour backup batteries cost approximately \$46.00, and our 24 hour backup batteries cost approximately \$120.00. For battery installation, 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

Backup batteries are expected to last at least 8 hours on standby power. The backup battery should give you 6 hours of talk time.

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. They will not last forever and should be replaced every 3 to 5 years. The device will start to make a loud beeping sound when disconnected from a power source. 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.