



Alpine Communications, LC
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BACKUP POWER FOR HOME PHONE SERVICES DURING POWER OUTAGES

All Alpine Communications services rely on electricity to operate. If an electrical outage affects your home or business, the services we provide become unstable and will not work. This includes your telephone services and the ability to call 911 for emergency services. To avoid a disruption of your telephone service during a power outage, including the ability to call 911 for emergency services, Alpine Communications offers an option to purchase an 8-hour or 24-hour battery backup system for your home or business.

WHAT YOUR BATTERY CAN – AND CAN'T – DO FOR YOU

Alpine Communications' battery backup solution allows you to continue to use your telephone service during a power outage, providing up to 8 or 24 hours of standby power. Without a battery backup system or an alternative power source, you will not be able to make calls during a power outage, including 911 calls to emergency services. Our battery backup system does not provide power to any other services or devices in your home other than the equipment utilized by Alpine to provide your telephone services. Cordless phones, home security systems, medical monitoring devices and other devices within your home or business will not run on our battery backup system. We also recommend customers use a corded phone during a power outage since most cordless phones require a separate power supply and cannot be powered by our battery back system during a power outage.

PURCHASE AND REPLACEMENT OPTIONS

Model	Service	Standby Power Length	Price	Approximate Size
Cyber power 12V battery	Voice	8 hours	\$57.00	7 lbs. 8" x 10"
Cyber power 12V battery	Voice	24 hours	\$97.00	18 lbs. 10" x 13"

If you would like the added protection a battery can provide, you can purchase one of the two options offered by Alpine Communications at the price listed above. Please call 563-245-4000, visit our website at www.alpinecom.net, or come to our office with any questions you have. 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 approximately 6 hours of talk time. If the 8-hour battery is not enough reserved time, you may extend your standby power by purchasing the 24-hour battery. 24-hour batteries will provide approximately 18 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. Environmental factors such as temperature can shorten your battery's useful life. If you do not store your battery correctly, it may shorten its 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.