



## **Backup Power Disclosure**

This notice includes important information regarding the performance of your voice service in the event of a power outage.

Our voice service uses electrical power from your home to operate. If power is interrupted, such as during a power outage, you may not be able to make or receive calls, including emergency calls to or from 911.

To ensure your voice service works during a power outage and to maintain the ability to connect to 911 or other emergency services, an alternative power source is required such as a generator or battery backup unit. Battery backup units are designed to only support traditional phone handsets connected to a wired phone outlet. Battery backup units will not power cordless phones, internet modems, wireless routers, laptops, security systems, medical alert devices or other equipment. It is important to have at least one traditional phone that is not connected to an electrical outlet in your home for emergency calls during a power outage.

Great Plains Communications does not provide or maintain battery backup equipment as part of your voice service offering. However, battery backup units can be purchased from Great Plains Communications. An 8-hour battery back-up unit can be purchased for \$150.00, and a 24-hour battery back-up unit is available for \$250.00. Battery backup units can also be purchased from multiple retailers. If you have any questions regarding battery backup units or wish to purchase a new or replacement unit, please contact us at 888-343-8014, Option 2. In most cases the battery backup units will be shipped directly to the customer from our third-party supplier. If you need assistance installing the units, Great Plains Communications will be happy to assist but may assess a trip charge to your account.

Maintenance of battery backup units is the sole responsibility of the customer. To ensure that the battery backup unit performs correctly during a power outage it is important that the maintenance guidelines included with the unit are strictly followed. Environmental factors such as temperature can shorten your battery's useful life, so it is important to store your battery correctly. It is best to 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 1 to 2 years, or when your device indicates the battery should be replaced. Periodic testing of your battery based on the testing guidelines included with the unit is also recommended to ensure that it performs correctly during a power outage. All warranties for battery back-up units, if any, will be solely as provided by the manufacturer of the device.