

Altamaha Fiber, LLC
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 electric outage. To avoid a disruption of home voice service during an outage –and to maintain the ability to connect to 911 emergency services - Altamaha Electric Membership Corporation (AEMC) offers you the option of purchasing backup power for your home phones.

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

AEMC's backup batteries for telephone modems 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

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. The battery offered by AEMC is approximately one pound, (1.7lbs.) and is roughly the size of a smart phone.

If AEMC provides the backup batteries

You can purchase a backup battery directly through AEMC by calling us 912-526-8181 or visiting our website at www.altamahafiber.com. **Our 8-hour backup batteries cost \$120.00** and can be installed with your initial installation or can be picked up in one of our office locations. We also provide a **24-hour backup battery option for \$190.00**. If you do not feel comfortable installing your own battery (instructions are provided), 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 the installation service.

If a third party provides the backup batteries

You can also purchase a backup battery through local retailers or on-line, including from the vendor identified below. Be sure to purchase the battery model that matches the type of modem that you have.

If the type of modem that you have is:

AEMC Modem Style: **Adtran 622v**

Options other than AEMC provided would be.: **Triplite, APC, Cyberpower**

The following are local vendors: **Walmart, BestBuy, Amazon**

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. If you feel that is not enough time, you may extend your standby power by purchasing a 24-hour battery or additional 8-hour batteries.

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 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 1 to 2 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.

To Contact AEMC about battery backup options

If you have any questions or simply want to purchase a backup battery through us, please call 912-526-8181 or visit our website at www.altamahafiber.com.