

BATTERY BACKUP DISCLOSURE

Important Information About the Use of Your Heritage Digital Telephone Service During a Power Outage

We would like to make you aware of important information on the backup batteries that are available for purchase from Heritage Telephone Company to maintain your home phone service during a short term power outage. Heritage Telephone Company telephone equipment batteries were not installed with your service but you may order batteries from Heritage Telephone Company by calling 800-823-1899 or visiting the main office. If you have a home alarm system or home health monitoring system that relies on your telephone line to operate, you will lose access to those services during a power outage unless you have backup batteries supporting each piece of Heritage Telephone Company telephone equipment. If you have any questions about this information or need our assistance, please contact Heritage Telephone Company Customer Support.

How to Maintain Telephone Service During a Short-Term Power Outage

A Fiber Optical Network Terminal (ONT) has been installed to provide Heritage Digital Telephone service within your home. The Fiber ONT and other Heritage Telephone Company telephone equipment work on household power, but you may purchase backup batteries for each to ensure continued service during a power outage. The batteries provide up to 8 hours of standby service or up to 4 hours of talk time using a corded phone connected directly to the telephone modem's jack. (Cordless phones require a power source separate from the backup battery. Heritage Telephone Company recommends you keep a corded phone for use in the event of an outage.) During a power outage, we recommend that you keep non-emergency calls to a minimum to prolong the life of the batteries. If the power outage lasts beyond the capability of the batteries, you will not be able to place or receive calls (including 911) until power is restored.

It Is Your Responsibility to Purchase and Monitor the Battery and Order a Replacement

You are responsible for purchasing a battery for each the Fiber ONT and other Heritage Telephone Company telephone equipment, if any, and ordering replacement batteries when necessary. **YOU ARE RESPONSIBLE FOR MONITORING THE FIBER ONT BATTERY AND, IF IN PLACE, OTHER HERITAGE TELEPHONE COMPANY TELEPHONE EQUIPMENT BATTERY, AND CONTACTING HERITAGE TELEPHONE COMPANY WHEN BATTERIES NEED TO BE REPLACED.** For information on how to monitor your Fiber ONT's and other Heritage Telephone Company equipment's batteries' health and purchase a replacement battery, please contact Heritage Telephone Company Customer Support at 800-823-1899. Heritage Telephone Company cannot guarantee that batteries purchased from sources other than Heritage Telephone Company will be compatible with the Fiber ONT provided by Heritage Telephone Company. Under normal operating conditions, most batteries will not need to be replaced for several years. However, factors such as age and temperature could impact battery performance. Therefore, Heritage Telephone Company recommends that you check your battery on a regular basis. Similar to your fire alarm, you might consider checking your telephone modem battery twice a year. To protect the environment, Heritage Telephone Company supports battery recycling.

Lifeline Customers

Lifeline customers may either have backup battery(ies) * installed with their service or receive free battery(ies) by mail when their application for Lifeline is processed and they are determined to be eligible. If you purchase a battery(ies) before you are deemed eligible for Lifeline you will receive a bill credit for the cost of the battery(ies) after your eligibility is established. Lifeline customers are responsible for monitoring the health of the battery(ies) as discussed on this page, but will not be charged when they order a replacement battery(ies). *Backup batteries for other Heritage Telephone Company telephone equipment may not be available for self-installation.

Additional Battery Information

If you are interested in obtaining an alternative power source for your Heritage Telephone Company Fiber ONT, possible Heritage Telephone Company telephone equipment, or other electronics for use during a power outage, please contact your local hardware store or electronics retailer for possible options.

The batteries for the Fiber ONT battery and other Heritage Telephone Company telephone equipment cannot provide power to any external communications devices that require electricity. This means that during a power outage, cordless phones and adaptive telecommunications devices used by disabled customers (which require electricity) may not be available for use. If you have a cordless phone for your daily use, Heritage Telephone Company encourages you to keep a corded phone available for use during a power outage. For adaptive devices, please consult the manufacturer for options.

It is important to keep the batteries connected to the Fiber ONT and other Heritage Telephone Company telephone equipment, if any, in order for the batteries to remain charged. Removal of the battery from its proper place will cause it to lose its charge and you will be unable to place or receive calls during a power outage, including 911. The Fiber ONT should be plugged directly into an electrical outlet and not connected to a power strip or an electrical outlet controlled by a wall switch. If we find that your Fiber ONT or battery have been damaged through improper use, Heritage Telephone Company may assess a charge to replace the equipment.

Important Liability Information

The Fiber ONT and any other equipment installed by Heritage Telephone Company requires power to operate properly. You have an obligation to ensure that the equipment is connected to electrical power at all times, that you purchase a battery(ies) for electrical power outages, and that you monitor the equipment's battery(ies)' health. Heritage Telephone Company is not liable to you if you experience an interruption of service due to power outages, including failure due to the absence or insufficiency of battery backup power or an outage affecting the Heritage Telephone Company network with the exception of any applicable service or billing credits.