



Battery Backup Offering & Disclosure

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 a power outage – and to maintain the ability to connect to 911 emergency services -- we at PIE&G Connect offer you the option of purchasing backup power for your home phones.

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

PIE&G Connect's backup batteries for optical network terminals 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 backup solution is modular and consists of a Power supply and a set of batteries. Each battery weighs approximately 1 lb. and is compact in size. The 24-hour solution consist of a power supply and 6 batteries. The 8-hour solution consists of a power supply and 2 batteries.

You can purchase a backup battery directly through PIE&G. If you have any questions or simply want to purchase a backup battery through us, please call (800) 423-6634, visit our website at www.piegconnect.com, or go to the PIE&G Headquarters office during business hours in Onaway, MI. The PIE&G Connect 24-hour backup batteries cost approximately \$621 and the PIE&G Connect 8-hour backup solution costs approximately \$273, and can be delivered with your service installation or picked up at PIE&G Headquarters. If you do not feel comfortable installing your own battery, 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

The 24-hour backup solution test results proved to support the Wireless Router/ONT for 24 hours or more. The 8-hour backup solution test results proved to support the Wireless Router/ONT for 8 hours or more.

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 [8 to 10 years], or when your device starts to make a loud beeping sound. That sound means that the battery is depleted and must be replaced. An occasional visual inspection is recommended to ensure that environmental conditions are not affecting your batteries.