

BACKUP POWER CUSTOMER 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 outage. To avoid a disruption of home voice service during an outage and to maintain the ability to connect to 911 emergency services – we at Cunningham Telephone & Cable provide a battery backup for your home phones.

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

Cunningham's backup batteries for fiber optic and cable telephone modems allow you to continue to use your 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 or devices other than voice. Home security systems, medical monitoring devices and other equipment may need their own battery backup if they rely on commercial electricity. A cordless phone will not work during a power outage, without its own battery backup. Therefore it is always good to have at least one corded phone in the house.

Replacement Options

As previously noted, a backup battery has been provided by Cunningham Telephone & Cable during the initial installation. However, the battery provided by our company may need to be replaced after several years or when the battery is no longer functioning.

Cunningham Telephone & Cable provides and installs, at no cost to you, a replacement backup battery upon appointment or when it becomes known that the battery needs to be replaced. If you have any questions, please call 1-800-287-8495. Additional spare backup batteries to be stored in your home may be purchased from our company.

Third Party provided spare backup batteries: You can also purchase additional spare backup batteries to keep on hand in your home. Please contact us and we will gladly provide you with the information you need about the type of modem battery that you have.

Instructions for Proper Care and Use of Your Battery

Please follow the more detailed instructions included with your battery for its proper use, storage and care 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 but will not last forever and should be replaced periodically.

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.