

Important Information About Union 911 Services & Backup Power

To All Union Fiber Optic Network and Fixed Wireless Network Customers:

EMERGENCY 911 INFORMATION

Union home phone service provides Emergency 911 services. If you ever need to access emergency services (fire, police or ambulance) just dial 911 on your phone and your call will be routed directly to the nearest public-safety operator. Emergency services will be able to find you because your phone number and address are electronically routed to the 911 operator the moment your call goes through.

BACKUP POWER REQUIREMENT

The voice service provided through a fiber optic network, or fixed wireless network, requires the electric power in your home to make a phone call. During a power outage at your home, a backup power source, such as a generator or battery backup, is required to make any calls, including emergency calls to 911. If your Union service uses fiber optic network and/or fixed wireless network, your phone equipment will not operate in the event of a power outage at your home without a backup power resource. The only way to maintain the ability to use your phone, if you have fiber optic network and/or fixed wireless network services, is by using some form of backup power.

PURCHASING BACKUP POWER

A backup battery for telephone service allows you to continue to use your home voice services during a power outage.

For our customer's convenience, Union offers two purchase options:

Unit 1, Current Price: \$102 - CyberPower Backup Battery, 8 hours standby time and approximately 5 hours talk time, North America, Indoor UPS 12V DC, 7.2AH, 36W, 7 pin power connectors.

Unit 2, Current Price: \$204 - CyberPower Backup Battery, 24-hours standby time and approximately 14 hours talk time, North America, Indoor 12V DC UPS, 20AH, 30W, IEC320 C7 2-Prong Cord.

You may choose to purchase a backup battery from Union or any other source. Your purchase should be an American standard, regular backup battery or UPS system, with an output voltage of 12V DC. You have the choice to purchase your backup battery solution from online and local consumer electronics retailers.

Union fiber optic network and fixed wireless network modems have the capability to accept backup power with the following technical specifications:

- Nominal output voltage: 12V DC
- Nominal input voltage: 100V AC – 240V AC
- Battery type: Sealed, Maintenance Free Lead-Acid Battery

There are other types of power generation such as solar, car, or mechanical chargers that you may research. These types are not provided by Union.

USING BACKUP POWER

Battery backups units sold by Union are not intended to provide power to any services other than voice. Home security systems, medical monitoring devices, cordless telephones, and other telephony equipment that require electricity to operate will not work in a power outage. Your Union backup battery cannot be used to power these devices.

To maintain power to telecommunications devices other than your Union issued modem, you must have battery backup compatible with those devices that would allow them to function without electricity to your residence. You are responsible for providing and installing battery backup for your cordless telephone and other telecommunications devices and ensure that they operate during a power outage.

During a power outage, you can maximize the battery power of backup battery by not making unnecessary calls, or by limiting the duration of any calls you make or receive. If your home is vulnerable to extended power outages, you may purchase additional backup battery units to provide additional backup power.

BACKUP BATTERY CARE

The backup battery can be safely stored between: 5°F – 113°F (-15°C – 45°C). **Important note:** Storing the backup battery above 77°F (25°C) will significantly reduce the life of the battery.

Testing and monitoring instructions for the battery are located on the manufacturer's website. Refer to the detailed instructions from the online user manual to perform the following:

- Proper use, storage, and care: to ensure that it will work as needed during a power outage
- Periodically test your backup battery unit to verify that the unit is operational and in good condition
- Monitoring the status of the backup battery and ensuring that the battery is charging normally
- Monitor the condition of your modem battery at least twice a year.

As a courtesy, we encourage you to monitor and replace the backup batteries as needed. Union is not responsible in the event a backup battery fails to provide adequate power during a power outage.

BATTERY WARRANTY: For warranty information and claims on a CyberPower Backup Battery, the manufacturer may be contacted at www.cyberpowersystems.com.