

IMPORTANT INFORMATION ABOUT VOIP TELEPHONE 911 SERVICES & BATTERY BACKUP

To use Thames Valley Communication's (TVC) Voice Service, you will need an EMTA (embedded multimedia terminal adopter). The EMTA must be plugged into an electrical wall outlet to operate. In the event of an electrical power outage, your Voice Service (including your access to 911/E911 and any medical and security monitoring services that depend on it) may be unavailable if a battery backup is not installed, fails or is exhausted after several hours.

The EMTA provided to you at the time of installation comes equipped with a battery backup and should provide you the ability to make or receive calls, including 911/E911 calls, when the power goes out as long as the battery lasts. In the event of a power outage, a fully charged backup battery should provide up to eight hours of standby service and approximately four hours of talk time. In this event, only your primary phone number will work.

Additionally, cordless telephones and other non-EMTA equipment connected to the telephone line that require electricity to operate, such as telecommunications devices used to assist with disabilities, will not work without electric power and your EMTA battery cannot be used to power these devices. Accordingly, to maintain power to telephone line devices other than the EMTA, you must have batteries compatible with those devices that would allow them to function for a period without electricity to your residence.

NOTE: The inclusion of a battery backup does not ensure that the Voice Service will work in all circumstances. If Voice Services are interrupted as a result of downed cables connecting your home, cuts to other portions of our network (as can happen in the case of severe storms) or other technical problems with the network, including congestion or equipment failure, the Voice Service will not function until those facilities are restored.

You are responsible for providing and installing batteries for your cordless telephone and other telecommunications devices, and to ensure that they operate during a power outage. You can maximize your ability to make necessary calls during a power outage by not making unnecessary calls or by limiting the duration of any calls you make or receive.

Recently the **Federal Communications Commission** (FCC) adopted backup power requirements for facilities-based carriers which provide fixed residential voice service that is not line powered (Covered Providers). These requirements require providers to offer 24 hours of backup to customers. Thames Valley Communications provides customers the option/ability to purchase additional batteries for backup. Customers can purchase 2 additional 8-hour backup batteries for our Arris 862a EMTAs or a 24-hour battery for Arris 602a EMTAs.

Purchasing a replacement battery will incur a one-time charge for each battery ordered. If you would like information about your EMTA or backup battery, including ordering extra batteries, their costs or availability please contact a TVC Representative at 860-446-4009. Alternatively, you can power your EMTA using a commercially available uninterruptible power supply.

Either of TVC's two backup battery options are designed only to power your EMTA to enable calling, including 911 calling, for up to eight or twenty-four hours of standby time and approximately five hours of talk time, in the event of a power outage - depending on the option you choose.

You are also responsible for monitoring the status of the backup battery and for ensuring that the battery is charging normally. If the EMTA loses electric power the battery will need to be re-charged when power is re-established. If your location previously had TVC Telephone Service with a backup battery you are still responsible for battery monitoring and replacement of the battery at your cost.

Battery Backup options are:

Battery Backup Options		
	8 Hour	24 Hour
One-Time Cost/Fee	\$30	\$60
Life Expectancy	6 - 10 years	5 years
Battery Status Light Conditions	1) If the status light is green and flashing, this means that the installed battery is operational 2) A steady green light represents a fully charged battery; this typically takes a few hours after initial power-up.	1) If the status light is blue and flashing, this means that the installed battery is operational 2) A steady blue light represents a fully charged battery; this typically takes a few hours after initial power-up.

Battery Backup Options		
	8 Hour	24 Hour
	<p>3) An amber light signifies that the battery will not hold a charge or cannot be charged. If the unit displays an amber light, the battery should be replaced.</p> <p>4) If there is no light a battery may not be installed properly, or the battery is running during a power outage.</p>	<p>3) A red light signifies that the battery will not hold a charge or cannot be charged. If the unit displays a red light, the battery should be replaced.</p> <p>4) If the battery LED shows solid blue "battery" text on your device, the battery may not be installed properly, or the battery is running during a power outage.</p>

The backup battery or extra batteries can safely be stored within the following temperature range: -4°F to 140°F (-20°C to 60°C). Importantly, storage of backup batteries above 77°F (25°C) is not recommended and will significantly reduce the life of the battery.

Whenever commercial power or its equivalent is required to operate services of facilities provided by Thames Valley Communications at the customer's premises, the customer shall: furnish such power which shall be suitable for the purpose; provide and maintain all necessary power wiring and power outlets in a suitable location and in a safe condition, and allow TVC access to the power supply, if necessary. In the event of a power failure, no allowance is made for interruption of service and TVC shall not be held liable for such an interruption of service. Nor shall TVC be liable for any property damage or personal injury, or any other alleged damage or injury, caused by any customer-provided power supply, wiring, or power outlet. Because you are responsible for monitoring and replacing your backup battery, TVC shall have no liability for failure of a backup battery to provide adequate power during a power outage.

Warranty

If the battery in your Arris EMTA provided to you by us upon installation is defective, TVC will replace it for up to one year from the date of installation.

Recycle Your Used Battery

1. To protect our environment, we support battery recycling and encourages you to recycle your used backup battery properly.
2. For your convenience, batteries are accepted at no charge for recycling at various locations. Please check www.call2recycle.org or call 1-800-Battery (1-800-228-8379) for a battery recycling location near you.
3. There is no unreturned equipment charge for your old battery.

Additional Battery Information

1. All the EMTAs provided by TVC at this time are equipped with only one battery slot and therefore do not support an additional spare battery. You may also purchase additional backup batteries from the EMTA's manufacturer to ensure continued serviceduring a power outage.
2. If you are interested in obtaining backup power alternatives, such as solar chargers, car chargers or mobile charging stations, please contact your local hardware store or electronics retailer for possible options. To use these alternatives to power your Voice Service, you must provide AC power to the EMTA
3. Do not place batteries into fire, intense heat or liquids.
4. Do not attempt to open or modify battery packs.
5. Avoid skin contact with cracked or leaking batteries.

Important Liability Information. The EMTA requires power to operate properly. You have an obligation to ensure that the equipment is always connected to electrical power and that you monitor the battery's health. We are 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 our network, with the exception of any applicable service or billing credits. We do not guarantee uninterrupted Voice Service even to customers that have working Battery