

February 2024

Dear Valued TrioTel Member,

In accordance with the Federal Communications Commission (FCC) rule FCC-15-98 known as 'Ensuring Continuity of 911 Communications', TrioTel Communications, Inc. is providing voice subscribers with information regarding backup battery options to ensure the availability of emergency 911 dialing during a power outage. This notification is for informational purposes only. No action is required.

#### Backup Power for Home Phone Service during a Power Outage:

For many years, your home phone would allow you to stay connected to emergency voice services during a power outage. However, with a fiber-optic connection, your home phone service now requires a 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, TrioTel has provided and installed a backup battery unit.

#### What Your Battery Can and Can't Do for You:

TrioTel's backup battery will allow you to make emergency calls during a power outage. Without a backup battery or alternate backup source, such as a generator, you will not be able to make any calls, including emergency calls to 911. The only way to maintain the ability to use your home phone is by using some form of backup power. During a power outage, voice calls should be limited to emergency and essential calls to conserve battery power and extend the time available to make calls. TrioTel recommends you have at least one corded telephone connected directly to an active phone jack for emergency use in the event of a power outage. The backup battery does not provide power to any services other than voice. TrioTel's television and internet services, along with home security systems, medical monitoring devices, and other electronic equipment will not run on a home phone backup battery and will not function when power is out.

#### Expected Backup Power Duration:

The backup battery TrioTel has provided is expected to last up to 8 hours on standby power. If you feel this is not enough time, you may extend your standby power by purchasing a 24-hour backup battery unit.

#### Purchase and Replacement Options:

If you wish to purchase a 24-hour backup battery and power supply unit, please contact TrioTel for pricing. Replacement batteries may be purchased from TrioTel or online. Please contact TrioTel for information regarding specific models and requirements. Installation of the 24-hour backup battery and power supply unit is included in the price when purchased from TrioTel and installed at the time of telephone service connection. TrioTel does not supply any warranty on the backup battery units.

#### Instructions for Proper Care and Use of Your Battery:

Please follow the instructions included with your battery for proper use, storage, and care of the battery to ensure that it will function as needed during a power outage. The estimated life expectancy for the battery is 2-4 years. Environmental factors, such as temperature, power outage frequency, usage, and battery age can affect the performance and life expectancy of the battery. Batteries should be stored in locations under normal room temperatures. Please refer to your battery's instruction manual for details on the warning indicator lights and battery replacement procedure. Please follow the battery's instructions on testing your battery to verify both the operation of the backup battery and its condition. Make sure to plug the unit back in at the end of testing.

The backup battery unit TrioTel has provided performs self-tests and is monitored for life expectancy.

Please feel free to contact us with any questions on the information provided above.

Sincerely,  
TrioTel Communications, Inc.