

FCC Backup Power Notification for Fiber to the Home Phone and Internet Service

Backup Battery Power for Phone Services during Power Outages: Today's phone services provided by RTC Fiber Optics with equipment indoors and powered on-site require a battery backup to continue functioning during a power outage. RTC offers an 8-hour backup power unit at a \$85.00 charge to the subscriber, with no additional installation fees, at the initiation of service or migration of the fiber network.

What the Battery Can - and Can't Do: RTC's backup batteries allow for the usage of voice service during a power outage and will provide at least 8 hours of standby time. Without a backup battery or alternate backup source, a subscriber will not be able to make or receive any calls, including emergency calls to 911. Our backup battery does not provide power to any services other than voice. Equipment, including but not limited to, cordless telephones, security systems and medical monitoring devices are not powered by our backup batteries. If 8 hours is not enough time, a subscriber may also elect to purchase a 24-hour backup battery solution through a local or online retailer for this equipment. RTC also offers a 24-hour extended battery that you may purchase for \$175, and you may make your purchase directly through RTC. Compatible models of power backup devices for both 8-hour and 24-hour backup are listed on our website [<https://www.rtctel.com/disclosures>]. It is recommended to have at least one corded telephone on hand in the event of a power outage.

Replacement Options: RTC will install the optional 8-hour backup power unit at an \$85.00 charge to the subscriber at the initiation of fiber service as a service to you, the customer. RTC is not responsible for testing, monitoring, or maintaining the backup unit. However, we will replace defective or depleted batteries at a charge to the subscriber of \$85/one-time or \$2/month with the battery replacement plan. These battery replacements can be made available for subscriber pick up and self-installation for a charge of \$40/one-time. RTC can provide model number(s) of the backup battery units associated with your Fiber Optics installation. If you have questions about your unit or require documentation associated with your unit, please contact our Business Office at 706.965.1234. Although a subscriber may self-install an alternate backup power solution, RTC will not install, replace, or maintain any equipment purchased by the subscriber from an alternate vendor. Standard hourly service rates may be applicable if RTC is requested to perform the installation of replacement batteries. RTC does not guarantee uninterrupted telephone services even to subscribers that have working backup batteries or other power supplies. In some instances, RTC may experience other network problems that would prevent normal operation of services even if there is backup power available.

Expected Backup Power Duration: Backup batteries are expected to last at least 8 hours on standby power on the unit supplied by RTC. (24-hour units are available from commercial sources). The batteries are rechargeable, and if the backup battery is consistently connected to a power source it will retain the charge. Batteries do degrade over time reducing the amount of standby time available over the life of the battery. During an extended power outage, a subscriber may want to limit use of telephone to preserve battery life.

Instructions for Proper Care and Use of Your Battery: SUBSCRIBERS ARE SOLELY RESPONSIBLE FOR TESTING AND MONITORING BATTERY BACKUP UNIT ON A REGULAR BASIS. Please follow the more detailed instructions included with the battery for proper use, storage, and care of the battery to ensure that it will function as needed during a power outage. If the battery is not stored properly, it could shorten its life. It is recommended that the battery is stored above 32°F and below 104°F. They will not last forever and should be expected to be replaced every 3-5 years, when an indicator light changes color, or possibly when the device starts to make a loud beeping sound. That sound may mean that the battery is depleted and must be replaced. A subscriber should also periodically remove and test the battery to verify both the operation of the backup battery and its condition.