



## Backup Battery Policy

The telephone terminal Henderson Municipal Power & Light (“HMP&L”) provides does not come equipped with a backup battery. In the event of a commercial power outage, your telephone service will not work, including 911 services, unless you have a backup power source for both the telephone terminal and your phone (phone system). For more information regarding backup batteries, including how to purchase a backup battery for your phone terminal, please continue reading below.

### **Maintaining Telephone Service During an Electrical Outage**

HMP&L’s Phone service requires a phone terminal (also known as an MTA) that is powered by plugging it into an electrical wall outlet. In the event of an electrical outage, your terminal will not receive power, just like a cordless phone, lamp or any other electrically powered device in your business. **IF THE PHONE TERMINAL LOSES POWER, AND YOU DO NOT HAVE A BACKUP POWER SOURCE, YOUR TELEPHONE SERVICES WILL NOT WORK, INCLUDING 911.**

A phone terminal battery does not power a cordless telephone. Cordless telephones require power and will not operate during a power outage even if you have purchased a back-up battery for the phone terminal. If you purchase a backup battery or other power source, you must also power your cordless telephone (or maintain at least one telephone that is not powered by an electrical wall outlet for use during power outages).

### **Availability of Backup Power Options**

Customers have the option of purchasing a battery that provides back-up power to the phone terminal during brief outages. Batteries are not included in our standard equipment installation because many of our customers prefer to avoid the extra cost of batteries by choosing to rely on mobile phones and/or provide their own backup power sources that can also power other equipment (like cordless phones).

You may purchase a backup battery from us for \$65, plus applicable taxes and fees. Pricing is subject to change. You may contact us at (270) 631-0640 to order a battery.

You may also be able to purchase an uninterruptable power supply (UPS) for your phone terminal at retail from a third-party provider. You are solely responsible for any damage that results from the attempted installation or use of a third-party battery.

**PLEASE BE ADVISED THAT YOU ARE RESPONSIBLE FOR MAKING YOUR OWN DECISIONS ABOUT WHETHER OR HOW TO SUPPLY BACK-UP POWER FOR YOUR PHONE SERVICE.**

### **Service Limitations**

The backup batteries that we offer do not provide backup power for our Internet access or video services. You may purchase back-up power solutions from third parties, such as a UPS, that can provide backup power for your phone and terminal, but please note that many UPS devices only last for a short time period, especially when used to power multiple devices. You may also wish to consider deploying other back-up power alternatives available from electronics retailers, such as solar chargers, car chargers or mobile charging stations which may be more useful for extended outages. To use these alternatives to power your phone service, you must provide AC power to the phone terminal.

We do not guarantee uninterrupted telephone services even to customers that have working backup batteries or other power supplies. In some instances, such as during a weather event, our network may experience other problems that would prevent normal operation of your services even if you supply backup power to your devices.

### **Battery Duration & Performance of Your Battery**

The battery that you may purchase from us is rated by its manufacturer to last for at least 8 hours in idle mode, when the battery is new. The battery is intended to enable users to make short, emergency or other urgent telephone calls. During an extended outage, consider using your phone service sparingly to preserve battery life. The actual length of time that your phone will be available during a power outage depends on many variables, including, but not limited to, the following: (i) the amount of phone usage when the phone terminal is utilizing power from a backup battery; (ii) whether a backup battery is properly installed and charged, such as whether it has had an opportunity to fully recharge after a prior outage; (iii) the condition and age of a backup battery; (iv) the amount of prior usage of the battery; and (v) the type of phone connected to the phone terminal, as power consumption varies. Batteries lose capacity with age. A leading supplier of phone terminal batteries has advised that the expected lifespan of an installed battery is 6-10 years. Battery performance is likely to degrade if the battery or phone terminal is stored at temperatures outside of normal room temperature (59–77°F), or if it is frequently discharged and charged. Failure to adhere to these proper storage and usage conditions will reduce both the idle and the talk time available to you in an outage and the lifespan of your battery.

### **Testing & Monitoring Your Battery**

We recommend that you check your battery at least every six months by checking the battery indicator while the phone terminal is plugged in or by checking your phone's functionality while the phone terminal is unplugged.

You are responsible for reviewing all safety and other guidelines and instructions from the manufacturer of any battery that you purchase from us. The battery manufacturer name can usually be found on the bottom or side of the battery unit. Do not place batteries into fire, intense heat, or liquids. Do not attempt to open or modify battery packs, and avoid skin contact with cracked or leaking batteries. HMP&L does not provide battery recycling or disposal. Backup batteries are customer-owned equipment and should not be returned to us except upon our request. For information about how to dispose of your used battery, please refer to the manufacturer's web site or call them directly.

**YOU ARE SOLELY RESPONSIBLE FOR TESTING, MONITORING, AND REPLACING YOUR BATTERIES ON A REGULAR BASIS.**

### **Warranty Information**

If a battery does not work properly within one (1) year of the date that you purchase it from us, we will provide a replacement battery to you it at no additional cost.