

## Battery Backup for Telephone Service

Sebastian continues to make every effort to provide the best communications services possible to its customers. Industry equipment is moving to provide services over fiber-optic cable to homes instead of using copper wires. This shift will allow us to provide better quality communications services to our customers. Powering such service, however, will require the placement of a battery backup power supply system at the premises, in order to provide dial tone on your line and allow for calls to be made during a power outage.

You need to be aware that any phones powered through commercially powered means will not operate in the event of a power outage. Commercial power to certain phones is necessary for their operation. This includes any cordless phone, speakerphone, or voice messaging system that must be plugged into a power outlet. Such phones will not be able to make or receive any calls, including 911 calls during a power outage. Customers should obtain a standard corded phone that can be plugged into the phone jack in the event power is lost. Standard phones will continue to operate over fiber-optic cable (even without commercial power) as long as an emergency battery backup unit is operational at your premises. The battery will not power the commercially powered phones.

Sebastian currently provides a backup battery system for use during a customer's commercial power outages. The battery backup unit should provide phone service for up to 8 hours during a power outage, depending on customer usage. Please use your telephone sparingly during a power outage, because the more you use it, the faster your battery backup power will be used up. Failure to use the telephone sparingly will reduce the time available for emergency calls. Sebastian is not responsible for calls that cannot be made as a result of commercial power. In the event of a power outage, you may notice that your battery backup unit exhibits an alert through either an audible or visible alarm that service is being supplied from the battery. Should you have concerns regarding this alert, please call Sebastian for further instructions.

Your battery will be maintained by Sebastian. Sebastian will monitor the battery, and will replace the battery when necessary. Expected battery life is 3 to 5 years, but can be affected by battery age and the temperature of the environment in which it operates. Sebastian should receive an alarm in the Company's central office when battery issues occur. This battery may be located on either the outside of your house or inside your garage or premises. If the battery is located inside the premises, Sebastian representatives will need access in order to service the battery unit. You will be called to establish a time a representative may perform this maintenance. Please note that, should this maintenance not be allowed, your emergency power system could be jeopardized. It is your obligation to work with Sebastian to establish an appropriate time for this service call. Should you notice battery indicators showing that the battery needs to be replaced, please contact Sebastian.

FCC rules require that Sebastian offer an alternative capable of supporting phone usage for 24 hours in the event of a power outage. Sebastian recommends that customers keep on hand 2 extra batteries for this purpose. Additional batteries can be purchased in the Sebastian business office. However, Sebastian cannot warranty, maintain or install these batteries for you. You will be responsible for their use. Battery replacement is a safe procedure, isolated from electrical hazards. You may leave the battery backup unit and connected equipment on for this procedure. Other backup power solutions exist, Sebastian does not have specific knowledge of these alternate backup solutions. Should you decide that additional backup power is necessary during a commercial power outage; you should contact an appropriate energy contractor/dealer that specializes in the design and installation of power backup systems.

Should you have any questions about your service, the battery, or how they might work in an emergency, please contact Sebastian at 559-846-9311 or 530-367-2222.