



24 Hour Backup Power Disclosure

There is no obligation for the customer to have, deploy, or purchase an uninterruptible power supply back-up device.

Availability of Backup Power Sources

For many years, your home phone would allow you to stay connected to emergency voice services during a power outage. However, many of today's advanced home phone services require backup power to continue functioning during an outage. To avoid a disruption of home voice service during an outage – and to maintain the ability to connect to 911 emergency services -- enTouch offers you the option of purchasing backup power for your home phones.

Backup Power Limitations

enTouch uses an UPS (uninterruptible power supply) for telephone modems to allow you to continue to use your home voice services during a power outage. Without a backup uninterruptible power supply or alternate backup source such as a generator, customers will not be able to make any calls, including emergency calls to 911. The only way to maintain the ability to use your phone is by using some form of backup power. Our backup uninterruptible power supply does not provide power to any services other than voice. Home security systems, medical monitoring devices and other equipment will not run on a home phone backup uninterruptible power supply.

Purchase and Replacement Options

If you are concerned about being able to contact 911 emergency services during a power outage, a backup uninterruptible power supply may be a good option for you. The UPS offered by enTouch weighs approximately 1.76 lbs. with approximate dimensions of 6.1 by 3.5 inches. You can purchase a UPS through enTouch for \$198. If you have any questions or simply want to purchase a backup device through us, please call 281-225-1000 or visit our website at <http://www.entouch.net>.

If you are not comfortable installing your own uninterruptible power supply, please call us to make an appointment, and we would be happy to assist you. However, please note that there may be a charge for this service.

You can also purchase an uninterruptible power supply from the local stores near your home.

Expected Backup Power Duration

The UPS is expected to last up to 24 hours on standby power which should give you 12 hours of talk time. If you feel that is not enough time, you may purchase additional UPS units.

Care and Use of Your Backup Power

Please follow the more detailed instructions included with your uninterruptible power supply for proper use, storage and care of your device to ensure that it will function as needed during a power outage. If you do not store your UPS correctly, it may shorten its useful life. Environmental factors such as temperature can shorten the useful life. We recommend that you store it above 41°F and below 104°F. The UPS is rechargeable and should be replaced every 1 to 2 years, or when your device starts to make a loud beeping sound. That sound means that the uninterruptible power supply is depleted and must be replaced. See the instructions above for purchase and replacement options. You should also periodically, as described in the instructions included with your device, remove and test it to verify both the operation of the backup UPS and its condition.