



Backup Power for

New Residential Landline Telephone Customers Served by Fiber

Welcome to Pioneer! We appreciate your business and want to provide you with some additional information about your service. Based on your service location, Pioneer may serve you with either fiber optic cable or copper cable. It is important to understand that if your location is served by fiber optic cable, during a power outage, you will not have access to 911 emergency services on your landline telephone. This is the result of fiber needing backup power. If your location is served by copper, you will not lose the ability to contact 911 during a power outage.

If it is determined that your location will be served by a fiber optic cable, 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 during a power outage. The only way to maintain the ability to use your landline phone is by using some form of backup power.

Due to the importance of our customers being able to contact emergency services, Pioneer will provide and install, *at no charge*, an 8-hour battery backup for your landline telephone service at the time of the installation with customer approval. This battery backup **only services landline voice** and does not service security systems, medical monitoring devices, Internet, VOIP, or any other equipment. If a customer decides at a later date to add the initial 8-hour battery backup, the charge will be \$131.16 for the initial battery and \$150.00 trip charge to install the same.

Backup batteries are expected to last at least 8 hours on standby power. The backup battery should give you 6 hours of talk time. If you feel that is not enough time, you may extend your standby power by purchasing additional 8 hour batteries.

We do not monitor the batteries we install, or the batteries you purchase. You should periodically, as described in the instructions included with the battery, remove and test all batteries to verify both the operation of the backup batteries and their condition. Pioneer does not provide replacement batteries; however, you may purchase them as set out below.

You can purchase an additional 8-hour battery backup from us for \$68.29 when applying for a new landline phone service and we will install at no extra charge. After your service has been installed, if you decide to purchase an additional battery you can go to your local retail office and purchase the battery. If you would like for us to install this battery we will charge \$150.00 for the installation and trip charge, plus the cost of the battery.

Please refer to the documents attached for Testing, Storage and Warranty Information.