



Backup Power for

Existing Residential Landline Telephone Customers Served by Fiber

We appreciate your business and want to provide you with some additional information about your service. Based on your service location, it is important to understand that since 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.

Since your location is 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 or replace 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 up to two (2) replacement or additional 8-hour 'PSI' backup battery(s) from us for \$68.29 each. If you decide to purchase additional battery(s) you can go to your local retail office and purchase the battery. If you would like for Pioneer to install the the additional or replacement batteries, we will charge \$150.00 for the installation and trip charge. This service is not covered by TotalCare.

Please refer to gopioneer.com – Terms & Conditions/Tariffs/Policies – E911 Battery Backup Notice-Fiber Facilities for Testing, Storage and Warranty Information on the 'PSI' batteries.