



Backup Power Disclosure Notice
for Fixed Wireless & Fiber Customers

◆ *Optional Backup Power for Home Phone Services during Power Outages*

In the past, a copper wire provided home phone service to customers and worked even when your electric power went out. However, many of today's advanced home phone services, including fixed wireless or fiber service, require backup battery power to continue functioning during an outage. To avoid disruption of home voice service during an outage and to maintain the ability to connect to 911 emergency services, we at Sacred Wind Communications offer you the option of purchasing backup power for your home phones.

◆ *What Your Battery Can – and Can't – Do for You*

Backup batteries for FW or fiber telephone service allow you to continue to use your home voice services during a power outage. Without a backup battery 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.

Backup batteries do 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 battery.

◆ *Purchase and Replacement Options*

If you are concerned about being able to contact 911 emergency services during a power outage, a backup battery may be a good option for you. This is your choice as to whether you wish to have a backup battery, or not.

◆ *If the company provides the backup batteries*

You can purchase a backup battery directly through Sacred Wind Communications. Our backup batteries last for, approximately, 24 hours, depending on which model you purchase, and can be picked up at our Yatahey headquarters. If you do not feel comfortable installing your own battery, please call us to make an appointment, and we would be happy to assist you. However, please note that there will be a charge for this service. Battery prices vary dependent on model you purchase for your modem style. For example, if your Fixed Wireless modem style is CNPilotR200P, the

batteries you could purchase are CyberPower CS30U12V-20 and CS20A-EBP. Together, these 2 batteries will give you 24 hours back up and cost, approximately \$200, plus installation, if you have them installed for you. If you have questions or want to purchase a back up battery through us, please call us at 1-877-722-3393.

◆ If a third party provides the backup batteries –

You can also purchase a backup battery through local retailers or on-line. Be sure to purchase the battery model that matches the type of modem you have. You can call us at 1-877-722-3393, and we can tell you what your modem model is.

◆ Expected Backup Power

Duration

Backup batteries are expected to last at least 24 hours on standby power. The backup battery should give you 24 hours of talk time.

◆ Instructions for Proper Care and Use of Your Battery

Please follow the more detailed instructions included with your battery for proper use, storage, and care of your battery to ensure that it will function as needed during a power outage. If you do not store your battery correctly, it may shorten its useful life. Environmental factors such as temperature can shorten your battery's useful life. We recommend that you store your battery above 41° F and below 100° F.

These batteries are rechargeable. However, they will not last forever and should be replaced, approximately, every 1 to 2 years, or when your device starts to make a loud beeping sound. That sound means that the battery 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 battery, remove and test your battery to verify both the operation of the backup battery and its condition.

◆ Remember, backup power batteries are OPTIONAL. You can choose to purchase one for your home, or not.



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1-877-722-3393

We speak Navajo (Dine' bizaad)