

FRANKLIN TELEPHONE COMPANY BATTERY BACK-UP POLICY

This Battery Back-Up Policy applies to telephone and related services ("Services") delivered by Franklin Telephone Company ("FTC") provided using our state-of-the-art fiber optic network.

FTC's fiber network is electrically powered and works with your existing telephone wires, in your home landline/wired telephones, and wall jacks. In the event of an electrical outage telephone service, including access to emergency 9-1-1 and home security services, may not operate. Your voice telephone service includes FTC provided battery back-up which will allow you to continue to use your voice service for up to eight hours, depending on usage, in the event of an electrical outage.

Optionally you may purchase an additional battery solution that will extend the backup of your voice service to 24 hours total. The cost for this option is \$125 and may be purchased from FTC by contacting our business office.

If your FTC communication system loses power, the battery back-up will not power cordless telephones, home security systems, medical monitoring devices, routers, computers or other equipment connected to the telephone line that requires electricity from your premises.

FTC does not guarantee the performance of any backup battery. A backup battery is designed to provide temporary power in the event electrical power in the home is lost. The FCC requires FTC to maintain temporary telephone service for emergency call purposes only. The length of time that your telephone service will be available during a power outage depends on many variables, including, but not limited to, the following: (i) whether a backup battery remains properly installed in an environment that is above -4F and below 122F; (ii) whether a backup battery is properly charged; (iii) the condition and age of a backup battery (batteries typically last 5 years); and (iv) the amount of telephone usage when the telephone is utilizing power from a backup battery.

TAKE NOTE: If you have a medical alert system, or security equipment, you are strongly encouraged to monitor and maintain your battery back-up for those devices.

You are responsible for monitoring the health of your backup battery, and/or the replacement of your backup battery. If you suspect your backup battery needs replacement when the device starts to make a loud beeping sound. That sound means that the battery is depleted, and must be replaced. Please contact Customer Service at 877-422-1212 for replacement options. You should also periodically remove and test your battery to verify both the operation of the backup battery and its condition.

FTC reserves the right to modify this Policy at any time in its sole and absolute discretion. Changes and modifications will be effective when posted and any use of the Services after the posting of any changes will be considered acceptance of those changes.

This policy was revised January 21, 2020