



Truestream Battery Back-Up Options

Back-Up Power for Home Phone Services during Power Outages

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 battery 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 -- we at Truestream offer you the option of purchasing backup power for your home phones.

What Your Battery Can - and Can't - Do for You

Truestream's backup batteries for optical network terminals 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.

Our backup battery 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 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. We offer two different solutions, allowing you to select the best one for your needs:

	<u>Run Time</u>	<u>Dimensions</u>	<u>Weight</u> <i>(*including battery)</i>
Option #1	8 hours	6.6 x 7.3 x 3.2 in.	6.9 lbs.
Option #2	24 hours	11.8 x 11 x 3.9 in.	17 lbs.

You can purchase a backup battery directly through Truestream. If you have any questions or simply want to purchase a backup battery through us, please call 1-888-485-2537. Our 8-hour backup batteries cost approximately \$75, while our 24-hour backup batteries cost approximately \$140. These batteries will be professionally installed by our service technicians. If a battery backup is requested after your service has been installed, installation fees may apply.

You can also purchase a backup battery through many of your local retailers or on-line. If you chose this option, please be sure to properly size your battery backup device to provide the desired run time.



Expected Backup Power Duration

Backup batteries are expected to last at least 8 or 24 hours (depending on which option you chose) on standby power.

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 104°F].

While these batteries are rechargeable, they will not last forever and should be replaced every 3 to 5 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.