

WOODHULL TELEPHONE COMPANY / DIVERSE COMMUNICATIONS INC. BATTERY BACKUP DISCLOSURE

BACKUP 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 Woodhull Telephone Company and Diverse Communications Inc. offer you the option of purchasing backup power for your home phones.

WHAT YOUR BATTERY CAN – AND CAN'T – DO FOR YOU: Our backup batteries for telephones 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.

- Our company provides the backup batteries – We will install an 8-hour battery backup at no charge to you. If you have any questions or simply want to purchase an additional backup battery through us, please call 309-334-2150 or stop in our office.

EXPECTED BACKUP POWER DURATION: 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 a 24-hour battery or additional 8-hour batteries. Please contact us for information on purchasing an additional battery.

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 batteries useful life. We recommend that you store your battery above 41 degrees F and below 104 degrees F. They will not last forever and should be replaced every 5 years, when an indicator light changes color, or possibly when your device starts to make a loud beeping sound. That sound means that the battery is depleted and must be replaced. Please contact us at 309-334-2150 if this should happen for further instructions.