

## NAEC TELEPHONE BATTERY BACKUP POLICY

These Terms of Service apply to Phone and related services ("Services") delivered by North Alabama Electric Cooperative, a non-profit membership cooperative and doing business as North Alabama Electric Cooperative ("NAEC").

NAEC's phone service is electrically powered and works with your existing phone wires, phones, and wall jacks. In the event of an electrical outage phone service, including access to emergency 9-1-1 and home security services, may not operate. NAEC does provide battery back-up which will allow you to continue to use your voice service for up to eight hours, depending on usage.

If your NAEC system loses power or experiences other service issues, the battery will not power cordless phones or other equipment connected to the telephone line that requires electricity from your premises.

NAEC does not guarantee the performance of any backup battery. A backup battery is designed to provide temporary power for your voice service in the event electrical power in the home is lost and is required by the FCC to maintain temporary phone service for emergency call purposes. The length of time that your phone 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; (ii) whether a backup battery is properly charged; (iii) the condition and age of a backup battery; and (iv) the amount of phone usage when the phone is utilizing power from a backup battery.

NAEC will provide, maintain, monitor, and/or replace a backup battery. If you suspect your backup battery needs replacement or service, please contact Customer Service at 256-437-5000.

**NAEC 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/10/2018.*