

Highland Communication Services BACK UP BATTERY POLICY

IMPORTANT INFORMATION REGARDING YOUR PHONE SERVICE

Your HCS provided telephone is powered by plugging it into an electrical wall outlet. In the event of an electrical outage, you will not receive power, just like any other electrically powered device in your home. If this were to happen your telephone service, including any medical or security alert services, like E911, will not be available to you.

A backup battery is designed to provide temporary power to the phone in the event electrical power in your home or business is lost. 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 in the phone; (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.

It is your responsibility to provide, maintain, monitor, and/or replace a backup battery.

TAKE NOTE: If you have a medical alert system, or security equipment, you are strongly encouraged to utilize and maintain a battery back-up. Our telephone service is designed to be used on the premises in which service is installed. The equipment that we install in your home or business is the property of HCS. In the event you relocate or disconnect service, you must return the unit/equipment to a HCS office or arrange to have it picked up. If the unit/equipment is not returned, you will be subject to a one-time equipment charge. You assume the risk of loss, theft, or damage to the equipment at all times prior to the removal of the units by HCS or return of the units by you.

Should you require assistance please visit

http://highlandil/departments/technology_and_innovation/index.php to learn how to determine when your backup battery needs to be replaced and/or to order a replacement battery.

You may purchase a backup battery as part of your Telephone Service installation. Please contact Customer Service at 618-654-1519 to learn more about the backup battery policy, including tips on how best to prepare for an electrical outage. HCS does not guarantee the performance of any backup battery.

The HCS installed Optical Network Terminal (ONT) includes a Battery Back Unit (BBU) option, which you may utilize by maintaining an active 12-volt battery in the BBU. With a fully-charged battery, the BBU will provide backup power for your basic voice services only, this battery will not provide power to service beyond voice (i.e. internet or television); including Emergency 911 dialing, for up to twenty-four (24) hours in the event of a commercial power failure. You are responsible for purchasing and/or replacing the battery in the BBU. We recommend you think about this battery check and replacement just like you would the batteries in your smoke detectors or emergency flashlights.

The BBU is installed at your location in an area where it can be easily monitored. The BBU is connected directly to the ONT to provide backup power if it's needed. In addition, the BBU contains a series of indicator lights that tell you whether your service is being powered by your location's electricity or the battery if one is installed. The BBU also indicates when the 12-volt battery needs to be replaced.

Know your Battery Backup Unit

Buttons:

1. **Alarm Silence** – Press to silence audible alarm.
2. **Battery Emergency Use** – Press once to reboot the ONT and get up to 1 hour of battery life for emergency phone calls. Once pushed, all remaining battery life will be used.

[p]Lights:

3. Auxiliary Power Source
GREEN - Power Available
RED - Power Not Available
4. Replace Battery
RED – battery needs to be replaced
5. Battery Power
RED – ONT is operating off battery power; no AC power available
BLINKING RED – low battery power
6. System Status
GREEN – normal operation
BLINKING GREEN – system fault



BBU Audible Alarms

Should there be a problem with your BBU, an alarm will sound for 2 seconds and be silent for 58 seconds. This will be repeated until you press the Alarm Silence button. Once you do, be sure to

check the lights on the BBU to find the issue. Below are the most common reasons for the alarm to sound:

- Low Battery – alarm is silenced after electrical power returns, the battery is fully discharged or removed from the BBU
- Replace Battery – alarm is silenced when the battery is removed

How do I get a new or replacement battery?

HCS provides free replacement batteries **only if:**

- Your battery was provided by HCS and it is still under the one-year warranty period.

HCS reserves the right to modify this *Back Up Battery Policy* at any time. We will notify you of any material changes via written, electronic, or other means permitted by law, including by posting it on our website. If you find the changes unacceptable, you have the right to cancel the Services. If you continue to use the Services after receiving notice of such changes, we will consider that as your acceptance of the changes.

Effective: March 03, 2020

Terms & Conditions

ACKNOWLEDGEMENTS:

I acknowledge that I have been provided a copy of the Highland Communication Services "Terms and Conditions of Use," including the "Acceptable Use Policy." I understand and accept Highland Communication Services "Terms and Conditions of Use," including the "Acceptable Use Policy," as provided and published on http://www.highlandil.gov/Public_Documents/HighlandIL_HCS/Contact_Us/Acc. The undersigned makes application for service, and for such additional service or equipment as may be ordered later, agrees to pay established rates for all such services and equipment. In making this application the undersigned agrees to the tariffs or rates for the service furnished under this application. I agree to subscribe to the selected services, commencing on the date service is activated. I also understand that if the service is disconnected and reconnected for any reason, reconnect charges may apply. I also understand that Highland Communication Services equipment will be returned immediately upon termination of the service or at any time upon request. Failure to return HCS equipment will result in additional charges. Equipment must be returned in good condition. I agree to be bound by Highland Communication Services.

Terms and Conditions of Use, including the Acceptable Use Policy, as published on http://www.highlandil.gov/Public_Documents/HighlandIL_HCS/Contact_Us/Acc
My continued use of the service shall be considered my consent to any amendments that may be made to the Terms and Conditions of Use, including the Acceptable Use Policy.

I agree that I have authorized HCS to enable PPV programming on my Digital service and that I am responsible for all charges. I have provided a code to HCS to be used for access to this programming.

After installation of the equipment from Highland Communication Services, you are responsible for any damage, regardless of cause, to the equipment. Highland Communication Services may interrupt or terminate service if you breach any provision of this agreement (including nonpayment of service), or if you use the service in a manner that adversely affects service to other customers or harasses our customers or employees, or if you or others use your service to engage in fraud or unlawful conduct. It is in the discretion of Highland Communication Services to restore interrupted service following correction of the violation and payment of amounts due, including restoration charge, which may be assessed for restoring your service.

Prices subject to change without notice.

I understand that surge and firewall protection are my responsibility and I agree that I will be responsible for any and all damages or losses.

I understand that the package price listed on this application and in all other Highland Communication Services materials does not include mandatory fees and taxes. I understand that my bill will be larger than the package price due to these charges. I grant Highland Communication Services authority to change my long distance service.

UNLIMITED LONG DISTANCE: This service is for residential voice usage only. The Unlimited Plan cannot be used for long distance access to the Internet, or for business purposes, telemarketing or autodialing, for connection to the Internet, for other data service (including a significant amount of facsimile transmissions or data usage per month) or for any other use that does not involve a person-to-person conversation or voice message. The Unlimited Plan only applies to the telephone line on which the plan is assigned. Other restrictions may apply. If it is determined that the customer's usage is not within the average usage of the average Highland Communication Services residential voice customers, Highland Communication Services reserves the right to move a customer off this plan to an alternate plan.

A late payment charge of 1.5% will be applied to account balances not paid by the due date of the 25th of the month. A late notice charge of \$10.00 will be assessed if an account is more than 2 months past due.

An asset protection plan will be implemented for all customers at a charge of \$2.00 per month.