



VTel

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BILL DATE: 09/15/2018
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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 VTel, install battery backup power for your home phone when we convert a home to the fiber optic network.

Without a backup battery or alternate backup electrical source, such as a generator, customers will not be able to make any calls, including emergency calls to 911 during a power outage. In order to preserve the life of the battery during a power outage, internet and television services are not powered by the backup battery. Battery replacement is the sole responsibility of the customer. Replacement and extended life batteries can be purchased from a number of retailers. Additional information can be found at <https://www.vermontel.com/about/fiber/battery-information> or by US mail by calling 611 from any VTel phone.

We at VTel are committed to improving the customer experience, and to bringing world class technology to rural Vermont. As we continue to invest in the products and services that we deliver, we occasionally need to adjust prices and fees to cover rising operating costs. One rising cost is the maintenance of internet equipment that is located at a customer's premise. We have previously offered our customers the use of a standard internet router at no charge while they have our internet service.

As we mentioned on your August bill, beginning with your September 2018 bill, we will begin charging \$5.95 per month for this VTel-provided router