



## **Battery Backup Customer Notice for Voice Service**

**Updated July 15, 2024**

### **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, you may purchase backup power for your home phones.

### **What Your Battery Can – and Cannot – Do for You**

Backup batteries for telephone modems 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. 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.

### **Options to Purchase Your Battery Backup from Third Parties**

Purchasing a backup battery may be a good option for you if you are concerned about being able to contact 911 emergency services during a power outage.

You can purchase 24-hour backup batteries through your local retailers, the modem manufacturer, or online, including from Amazon at <https://www.amazon.com/>. Pricing generally ranges from \$50 to \$300 - prices vary.

For the 24-hour option, you may purchase one 24-hour battery (or battery tray), three 8-hour batteries, a different combination of installed and spare batteries, an uninterruptible power supply/source a/k/a UPS systems, or other technologies providing 24 hours of backup.

You can also install the battery backup equipment yourself. Read and follow the manufacturer's instructions for a safe, successful installation. If your new service installation requires a technician to come to your home and you have purchased a new, compatible battery backup unit, a technician will

install the battery backup at no charge to you. If you are currently a Dragonfly Internet customer and would like a technician to install a new, compatible battery backup, contact Dragonfly Internet at 844-407-6468 for pricing. OUR INSTALLATION OF THE BATTERY BACKUP IS WITHOUT ANY WARRANTIES WHATSOEVER. WE EXPRESSLY DISCLAIM ALL WARRANTIES, EXPRESS OR IMPLIED, RELATING TO THE INSTALLATION; BATTERY PERFORMANCE; BATTERY CAPABILITY; BATTERY POWER; AND/OR BATTERY SERVICE AND FUNCTIONS TO INCLUDE INTERRUPTIONS, ERRORS, DEFECTS, INCLUDING, WITHOUT LIMITATION, IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.

### **Proper Care and Use of Your Battery**

Please follow the detailed instructions included with your battery's purchase from the third-party provider for proper use, storage, and care of your battery to ensure that it will function as needed during a power outage.