

For years, your home phone has allowed you to stay connected to emergency voice services during a power outage. However, many of today's advanced phone services require backup battery power to continue functioning during a power outage. To avoid a disruption of voice service during a power outage and to maintain the ability to connect to 911 emergency services, Pioneer provided an eight (8) hour backup Uninterruptible Power Source (UPS) at installation. However, over time UPS batteries lose the amount of charge they can hold and need to be replaced. We will be contacting you in the next 90 days to set up a convenient time for our installer to stop by and replace your UPS and battery. There is no charge for this.

Once we have replaced your current UPS and battery, should you desire additional back-up power beyond the new eight (8) hour battery we will be installing, additional stackable batteries can be purchased from Pioneer. You can also purchase a stackable battery elsewhere but it should be a Lithium battery for the PowerTec Solutions International (PSI) NXG-Vision Micro UPS model number PS36L-P7.

If you do not wish Pioneer to replace your existing UPS with a NXG-Vision Micro UPS, a backup/replacement battery for your existing UPS can be purchased elsewhere by noting the existing battery model number.

**What Your UPS Can and Can't do for You:** Pioneer's backup UPS batteries are for telephone service and will allow you to continue to use your home voice services during a power outage. *Please note that you will need to use a traditional non-powered phone, cordless or any phone you need to plug into a power outlet will not work.* You purchase a traditional phone from Pioneer or any electronics retail store. Without a UPS or alternate backup source such as a generator, customers will not be able to make any calls, including emergency calls to 911.

However, our backup UPS does not provide power to any services other than voice. Home security systems, routers, medical monitoring devices and other equipment will not run on the Pioneer provided UPS.

**Purchase and Replacement Options:** If you are concerned about being able to contact 911 emergency services during a power outage, the UPS and battery provided by Pioneer at installation will provide you with stand-by backup capability. The amount of battery back-up time will depend on the condition of the battery. This is why it is important for Pioneer to replace your existing UPS and battery. The new UPS and battery that Pioneer will install will have eight (8) hours of stand-by backup capability.

- Pioneer will be contacting you within the next 90 days to make an appointment time to replace your existing UPS and battery. There is no charge for this.
- You can also purchase a supplemental backup battery directly through Pioneer. An eight (8) hour supplemental battery costs approximately \$65.00 and can be shipped directly to your house, or can be picked up in one business offices.
- You can also purchase an additional backup battery elsewhere for the new UPS that Pioneer will be installing, it should be a Lithium battery for the PowerTec Solutions International (PSI) NXG-Vision Micro UPS model number PS36L-P7.
- If we have not replaced your existing UPS with a NXG-Vision Micro UPS, a backup/replacement battery can also be purchased elsewhere by noting the model number on the existing battery.
- If you have any questions or simply want to purchase an additional backup battery through Pioneer, please call 1-800-929-1014, visit our website at [www.pioneer.net](http://www.pioneer.net), or go to your nearest business office.

**Expected Backup Power Duration:** UPS backup batteries are expected to last at least 8 hours on standby power. Depending on the wattage of the phones you use, the UPS battery should give you 4-6 hours of talk time. If you feel that is not enough time, you may extend your standby power by purchasing up to 2 additional 8 hour stacking batteries, for a total of 24 hours.

**Instructions for Proper Care and Use of Your Battery:** If you purchase a battery elsewhere, 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 battery's useful life. We recommend that you store your battery above 41°F and below 104°F. These batteries are not rechargeable. The Lithium battery provided in the new Pioneer Provided UPS is designed for a 10-15 years of service. The existing UPS battery was designed for approximately 5 years of service. In either case, batteries should be replaced as indicated by the manufacturer or 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 see the instructions above for purchase and replacement options. You should also periodically, as described in the instructions included with your battery, remove and test your battery to verify both the operation of the backup battery and its condition.

Best regards,

Pioneer Telephone Cooperative