



E911 Battery Backup Policy

HBC Phone Services During Power Outages

For many years, your basic home Phone service would allow you to contact 911 emergency services during a power outage. However, today's advanced home phone services require a battery backup system in your home to continue working during a power outage.

To avoid disruption of your HBC Phone service during a power outage - including the ability to dial 911 for emergency services - HBC offers an option to purchase a battery backup system for your home phone.

What a Battery Backup System can and can't do

HBC's battery backup systems allow you to continue to use your home Phone service during a power outage, providing 8 hours of standby power. Without a battery backup system or an alternate power source like a generator, you will not be able to make calls during a power outage, including emergency calls to 911.

Our battery backup systems do not provide power to any other services beyond Phone. Home security systems, medical monitoring devices, and other equipment in your home will not run on our battery backup system.

We also recommend customers use a corded phone during a power outage since most cordless phones require a separate power supply and cannot be powered by the battery backup system during a power outage.

Purchase & Replacement Options

If you are concerned about being able to contact 911 emergency services during a power outage, a battery backup system may be a good solution for you. HBC has a few options, depending on which community you live in.

Standard Service Customers

Winona and St. Charles

In Winona and St. Charles to ensure the ability to dial 911 in a power outage our equipment would require a backup battery. The battery will provide approximately 8 hours of standby power and approximately 4 hours of talk time.

HBC offers backup batteries for \$19.99 each. They are available in our Winona and St. Charles offices.

If you do not feel comfortable installing your own battery, please call us at **(888) 474-9995** to make an appointment and we would be happy to assist you. However, please note that there may be an additional charge for this service.

LuminetSM (Fiber-to-the-Home) & LuminetSM Rural Winona County Customers

Altura, Cannon Falls, Dover, Elgin, Eyota, Kellogg, Lake City, Lewiston, Miesville, Minneiska, New Trier, Plainview, Red Wing, Rollingstone, Stockton, Utica, Wabasha, Winona LuminetSM, East Burns Valley, Elba, Cedar Valley, Ridgeway, Witoka, and Wilson Areas.

In our Fiber-to-the-Home communities to ensure the ability to dial 911 in a power outage our equipment would require a backup battery. The battery will provide approximately 8 hours of standby power and approximately 4 hours of talk time.

HBC offers backup batteries for \$49.99 each. They are available at all HBC offices.

If you do not feel comfortable installing your own battery, please call us at **(888) 474-9995** to make an appointment and we would be happy to assist you. However, please note that there may be an additional charge for this service.

HBC Air Customers

To ensure the ability to dial 911 in a power outage our equipment would require a UPS backup battery. The UPS battery will provide approximately 8 hours of standby power and approximately 2 hours of talk time.

The cost for a UPS battery for the HBC Air service ranges in price depending on the type and model desired, but the standard model may run approximately \$800.

If you do not feel comfortable installing the UPS system yourself, please call us at **(888) 474-9995** to make an appointment and we would be happy to assist you. However, please note that there may be an additional charge for this service.



E911 Battery Backup Policy, Continued

Hosted PBX and SIP Trunk Customers

HBC offers customized battery backup options for Hosted PBX and SIP Trunk customers. Please call your account executive or **(888) 474-9995** to request a quote.

Expected Battery Backup Power Duration

HBC's battery backup systems are expected to last, at least, 8 hours on standby power. The battery backup for Standard and LuminetSM customers will provide approximately 4 hours of talk time, while the battery backup for HBC Air will provide approximately 2 hours of talk time. You may extend your standby power by purchasing additional batteries.

Proper Care and use of Battery Backup Systems

Please follow the detailed instructions that came with your battery backup system on the proper usage, storage, and care of the battery backup system to ensure that it will work properly during a power outage. Improper usage or storage may shorten its useful life.

- The battery backup system should not be exposed to temperatures below 45°F or above 105°F.
- The battery backup system should be plugged into a non-switched outlet that is always on.
- The rechargeable battery in the backup system should be replaced every 2–3 years
- Any additional backup batteries should be periodically charged as all batteries will slowly lose their charge over time.

– *Please see the instructions that came with your battery for details on how to remove, test, and replace your battery.*

Closed Captioning Support

For instructions on how to display closed captioning on your TV, please refer to your TV manufacturer's documentation.

For Closed Captioning Assistance:
Wizards Technical Support
Toll Free: **(877) 457-9669**

Closed Captioning Complaints:
HBC
Rochelle Pervisky
Vice President Regulatory
58 Johnson St.
Winona, MN 55987
Email: closedcaption@hbc.com

Getting Started with your HBC SmartHub Billing and Payment Service

SmartHub provides convenient account access and two-way communication to HBC online or via your mobile device. Manage payments, notify Customer Care of account and service issues, and receive special messaging from HBC – all at the touch of a button. SmartHub is available on Android™ and iOS smartphones and tablets as well as on the Web.

For more information on SmartHub Billing and Payment, please see the HBC SmartHub Billing and Payment guide which is available online at www.hbc.com/support/billing or for pick up at your local office.