



***To: TruLeap Technologies Valued Customer***

***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 TruLeap Technologies offer your first battery backup free of charge and give you the option of purchasing additional backup power for your home phones.

***What Your Battery Can – and Can't – Do for You***

TruLeap Technologies 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. The battery we provide allows your phone service to work with a corded-style phone plugged into your phone jack. Cordless phones will require an additional battery backup for that device to work in the event of a power outage.

Our backup battery does not provide power to any services other than voice. Home security systems, cordless phones, medical monitoring devices and other equipment will not run on the installed backup battery.

***Purchase and Replacement Options***

If you are concerned about being able to contact 911 emergency services during a power outage, an additional backup battery may be a good option for you. The battery offered by TruLeap Technologies is approximately seven pounds and is roughly the size of a thick paperback novel.

You will receive a 12-hour backup battery from Filer Mutual Telephone Company during the initial telephone installation. Based upon normal wear and tear this device will be replaced at no additional cost. If there is abuse of the backup battery you can purchase another battery backup for approximately \$55. If you are wanting to extend the length of time that your service will remain on in the event of a power outage, we have an option for you to purchase additional battery power. If you have any questions, please call 1-208-326-4331.

***Expected Backup Power Duration***

Backup batteries are expected to last at least 12 hours on standby power. The backup battery should give you about 6 hours of talk time. If you feel that is not enough time, you may extend your standby power by purchasing a 24-hour battery or additional 12- hour batteries.



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

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 5°F and below 113°F. These batteries are rechargeable. They will not last forever and should be replaced every 3 to 4 years, or when your device starts to make a loud beeping sound. That sound means that the battery is depleted and must be replaced. 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.

### ***Additional Backup Power for Home devices during Power Outages***

As mentioned above, the battery backup provided by TruLeap Technologies will allow your phone service to work in the event of a power outage. If, however, you have a cordless phone, you will need to purchase a battery backup for your home phone. The typical cordless phone uses approximately 3 watts per hour. A suitable battery backup can be purchased through us or at many retailers both local or online. Please feel free to call us with any questions you may have.

**For more information relating to backup power for your home phone service, please contact us at (208) 326-4331 (Idaho) or (775) 755-2301 (Nevada).**