



Lincolnville Telephone Company
Family of Companies
Serving Maine's
Telecommunications needs since 1904



133 Back Meadow Rd
Nobleboro, ME 04555-9254
207-563-9911

Dear Valued Customer,

We are committed to providing excellent customer service and innovative products that will meet the growing needs of our customers. At this time your dial tone is being delivered over copper. Within the next few weeks we will upgrade your service and will deliver your dial tone over fiber. We will also install a battery that will protect the dial tone for up to 8 hours in the event of a power outage. We will contact you to schedule this work.

With the installation of fiber optic to your home you will find that we have provided a path to the world of technology that will meet all of your communications needs for many years to come!

We also have batteries that will protect the dial tone for up to 24 hours available, for purchase in our office for \$240.00 plus tax. If you have any questions or want to purchase one of these batteries, please call our Business Office at (207)563-9911.

We have included our Backup Power Consumer Acknowledgement Form that will offer additional information and answer any questions you may have.

Please indicate your decision regarding the purchase of a 24-hour battery backup and mail it back to our Business Office:

Tidewater Telecom
133 Back Meadow Rd
Nobleboro, ME 04555

If you prefer you may scan and Email this to:

billing@tidewater.net



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Backup Power Consumer Acknowledgement Form

First Name: _____ **Last Name:** _____

Contact Phone: _____

Service Address:

Address 1: _____

Address 2: _____

City: _____ **ST:** ____ **ZIP:** _____

Please indicate your preference:

_____ I do NOT want to purchase a 24-hour battery backup.

_____ I do want to purchase a 24 hour battery backup and will contact the Business Office.

Your signature below acknowledges your receipt of the acknowledgement form and your understanding of the limitations of telephone service in the event of a power failure.

Signature: _____ **Date:** _____

**Tidewater Telecom, Inc / Lincolnville Networks, Inc Backup Power
Consumer Acknowledgement Form**

(Applicable to dial tone delivered over fiber optic networks only)

Backup Power for Home Phone Services during Power Outages

For many years, your telephone would allow you to stay connected to emergency voice services during a power outage. However, many of today's advanced telephone services, including those delivered over fiber optic networks, require electric power to operate, or backup battery power in the event of a power outage. To avoid a disruption of voice service during an outage – and to maintain the ability to connect to 911 emergency services, we at Tidewater Telecom & Lincolnville Networks offer you the option of purchasing backup power for your telephone service.

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

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 during a power outage. The only way to maintain the ability to use your phone in the event of a power failure is by using some form of backup power. Our backup battery does not provide power to any services other than voice. Security systems, medical monitoring devices and other equipment will not run on a telephone backup battery.

Our backup batteries allow you to continue to use your voice services during a power outage. We offer backup batteries with either 8 hours or 24 hours of standby power. The backup battery should give you approximately 4 hours of talk time.

Purchase and Replacement Options

If you are concerned about being able to contact 911 emergency services during a power outage, a backup battery may be a good option for you. If you have any questions or simply want to purchase a backup battery through us, please call 1-207-563-9911 or 1-207-763-9911, visit our website at www.tidewater.net, or visit our local business office at 133 Back Meadow Rd Nobleboro, Maine.

Our 8-hour backup batteries cost \$73.00 plus tax and the 24 hour option is \$240.00 plus tax. If you purchase a backup battery from us when you apply for service, we will install it at no charge when we come to install your Internet service. The charge to install our battery after the installation of your Internet service is \$85.00

You can also purchase a backup battery through many of your local retailers or on-line, including from the vendor(s) identified below. Be sure to purchase the battery model that matches the type of service that you have. The type of service that you have is Fiber to the Home/Business. The type of battery that you need is a Lithium LI-ION Battery Pack, Part #PP36L-12EX.

Graybar www.graybar.com or Power & Tel <https://www.ptsupply.com>

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. You will need to refer to the manual included with your purchase for information on storage of your battery. These batteries are rechargeable. The battery life depends on the length of power outages, storage temperature and years of use. See the instructions above for purchase and replacement options. Within the User's Manual you will find instructions for the safe removal and testing of your battery. You should remove and test your battery periodically to verify both the operation of the backup battery and its condition.