



BATTERY BACKUP DISCLOSURE

BACKUP POWER FOR FIBER OPTIC VOICE TELEPHONE SERVICES DURING POWER OUTAGES:

For many years, your landline telephone would allow you to stay connected to emergency voice services during a power outage. However, if your residential voice telephone service is provided using fiber optics, rather than the traditional twisted pair copper-based line, the residential voice telephone service requires backup battery power to continue functioning during a power outage. To avoid a disruption of home voice service during a power outage – and to maintain the ability to connect to 911 emergency services – Hiawatha Telephone Company, Ontonagon County Telephone Company and Midway Telephone Company (HTC, OCTC, MTC) provides you, at no cost, a battery for backup power for your residential fiber optic voice telephone service. HTC, OCTC, MTC will replace batteries and/or battery backup as long as you are subscribed to services sold by HTC, OCTC, MTC and its affiliates. Alternatively, you can purchase a UPS (Uninterruptible Power Supply) from a third-party retailer.

WHAT YOUR BATTERY CAN – AND CAN'T – DO FOR YOU:

The backup battery for fiber optic voice service allows you to continue to use your voice services during a power outage. Without a backup battery or alternate backup power source such as a generator, subscribers with fiber delivered services will not be able to make calls, including emergency calls to 911. The only way to maintain the ability to use your voice service is by using some form of backup power.

INABILITY TO USE CORDLESS PHONES AND OTHER DEVICES DURING A POWER OUTAGE:

If you have a cordless phone, it will not work during a power outage as your cordless phone requires power from an external power source like an electric outlet in your home. To use your cordless phone, you would need to power the cordless phone with a backup generator or UPS (Uninterruptible Power Supply). In order to use your voice service during power outages, we suggest that you keep a corded phone on hand. Corded phones, unlike cordless phones, do not need a separate power source to operate. HTC, OCTC, MTC's backup battery only provides backup power to HTC, OCTC, MTC's voice services. Devices that rely on voice service, such as home security systems, medical monitoring devices, TTY devices, and other equipment may be disrupted if there is an electrical power outage unless those devices are powered by an alternate power source such as a generator or UPS. These type of alternate power sources are available from third party retail vendors.

EXPECTED BACKUP BATTERY POWER DURATION:

Backup batteries are typically expected to last their noted duration in standby mode without commercial power but can be less due to different factors. HTC, OCTC, MTC's battery backup is expected to last up to 8 hours on standby power. If you are interested in 24 hours of standby power, you can purchase a larger battery backup. Please contact your local office for pricing and availability.

INSTRUCTIONS FOR PROPER CARE AND USE OF YOUR BACKUP BATTERY:

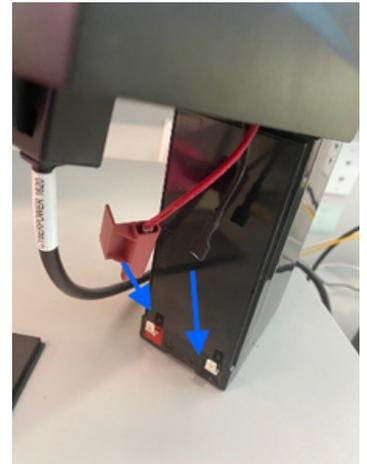
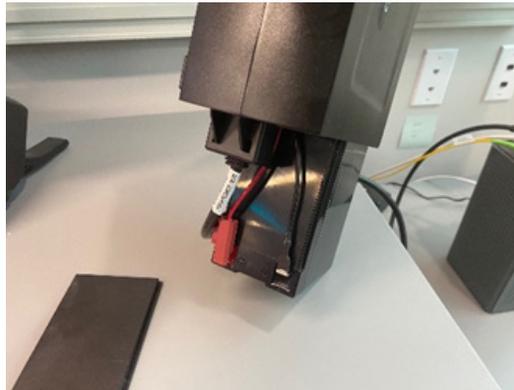
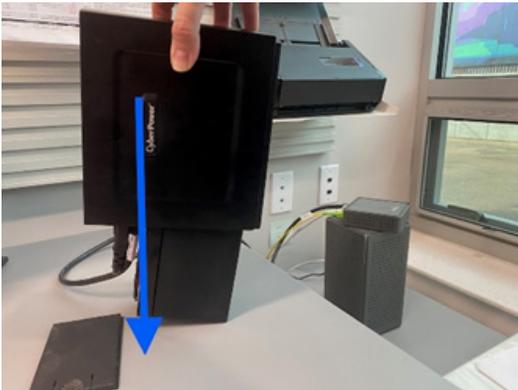
HTC, OCTC, MTC's backup batteries are rechargeable and have an estimated useful life span of 6-10 years. Improper storage and environmental factors such as temperature can shorten the useful life of the battery, so it is recommended to store the battery above 32°F and below 104°F. If an indicator light changes color or possibly your device starts beeping, it could be time to replace. Please notify your local office.

SEASONAL CUSTOMERS WHO TURN OFF POWER AND HEAT IN THE WINTER:

As mentioned above, storing a battery above 32°F and below 104°F is recommended. Leaving the battery plugged in over the winter in freezing temperatures will ruin the battery backup. Your services will not function until the backup is replaced. To remove the battery from the battery backup, pull off the battery cover and turn the battery backup upside down over a couch or bed. This will allow the battery to fall out and disconnect from the wires using its own force. Shake the battery if it does not fall out. This can require some force.

TO REPLACE THE BATTERY IN THE SPRING:

Reconnect the wires to the proper connections. Call your local office for further instructions.



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