

IMPORTANT INFORMATION ABOUT VOICE 911 SERVICES & BATTERY BACKUP

To help you quickly respond to emergencies, CML Telephone Cooperative Association provides emergency 911 services. Should you ever need to access emergency services - fire, police, or ambulance - just dial the familiar digits "9-1-1," using your CML Telephone Cooperative voice service. Your call will be routed directly to a public-safety operator, who will dispatch the appropriate services. With Enhanced 911, emergency services will be able to quickly find you your telephone number and address are electronically sent to the operator the moment your call goes through. CML Telephone Cooperative Association provides voice service to your home that requires electrical power. Your CML Telephone Cooperative Association voice service equipment will work in the event of a power outage with the CML Telephone Cooperative Association provided standard 8 hour battery backup power source. The standard CML Telephone Cooperative Association provided battery backup power source (8 hour) is installed on all active voice services. If the power outage last past the 8 hour life of the backup power supply all voice services will be unavailable. The customer may request a 24 hour battery back-up for an additional one time cost from CML Telephone Cooperative Association by calling 712-443-8222. Additionally, cordless telephones and other non CML Telephone Cooperative Association equipment connected to the telephone line that require electricity to operate, such as telecommunications devices used to assist with disabilities, will not work without electric power and your CML Telephone Cooperative Association battery cannot be used to power these devices. You are responsible for providing and installing batteries for your cordless telephone and other telecommunications devices, and to ensure that they operate during a power outage. You can maximize your ability to make necessary calls during a power outage by not making unnecessary calls or by limiting the duration of any calls you make or receive. Whenever commercial power or its equivalent is required to operate services of facilities provided by CML Telephone Cooperative Association at the customer's premises, the customer shall: furnish such power which shall be suitable for the purpose; provide and maintain all necessary power wiring and power outlets in a suitable location and in a safe condition, and allow the Company access to the power supply.