

Enhancing the lives of our customers through outstanding service and communications technology



(979)798-2121
www.btel.com

Valued Btel Select Voice Customer,

As required by the Public Utility Commission (PUC) of Texas, it is Btel's responsibility to make you aware of the following as a result of changing your telephone service technology from legacy, traditional Plain Old Telephone Service (POTS) to modernized Internet Protocol Voice service delivered over next generation fiber optic network facilities.

1. Btel Select Voice is voice service delivered over fiber optic network facilities as opposed to copper wiring. This means that the battery or power is no longer produced from the Btel Central Office. As such, legacy voice service in a normal state was always powered by Btel. In the event of a power outage, power was maintained due to Btel's Central Office generators and battery backup power.
2. Btel Select Voice is locally powered. This means that the power to operate the voice service is generated from the customers home or business. Thus, if your local power is compromised, your voice service is also compromised.
3. Btel installs and provides a battery backup solution to all Btel Select Voice customers for power outage conditions that will provide power to your voice service for up to 8 hours.

Items to consider:

1. Legacy phone service is only operational in a power outage state if the phone is hard wired. In other words, most wireless home phone solutions require power; therefore, wireless not work when your home or business is in a power outage state.
2. According to 2015 U.S Energy Information Administration (EIA) data, <https://www.eia.gov/todayinenergy/detail.php?id=27892>, typical power outages "without major events," average < 120 minutes or 2 hours and "with major events," <300 minutes or approximately 4.5 hours.
3. If your home or business has backup power, i.e. generator and the outlet the Btel equipment is connected to has power available, Btel Select Voice over the fiber optic network will remain operational.
4. Btel provides the local battery backup solution to you free of charge. The only requirement is that you return the equipment upon disconnection or termination of your service.

If you have any questions, please reach out to our Customer Service Team at 979-798-2121.

Customer Consent:

Customer Signature: _____ Date: _____
Printed Name: _____

A copy of this signed consent will be maintained with your account information in Btel's Billing Support System. The information is also always available at www.btel.com under the Legal section.

Sincerely,

Btel Management