

Note to Phone Customers: Power Outages and ECFiber Phone Service

Adverse weather conditions lead to power outages from time to time, and when they are sustained for significant amounts of time, they can lead to loss of telephone service. ECFiber understands that this can be very disturbing - the loss of critical connectivity during adverse weather conditions. Note that even conventional phone service is imperfect: FairPoint customers in rural areas can and do lose phone service for a number of reasons, including the effect of weather on old and/or corroded copper facilities, power outages to service cabinets, faults in the network equipment etc.

The principal reason why ECFiber customers may lose telephone service is loss of the internet service to their homes. This can occur for several reasons, one of which is loss of power to the home. To deal with the latter, ECFiber provides subscribers with back-up batteries that automatically switch on in the event of a power outage. These batteries will last from 6-11 hours depending on how much calling is done or internet is used, and the condition of the battery and the nature of the equipment. After the battery runs out, phone service will be lost until power comes back on or some other source of electricity is found.

The most common back-up for loss of landline service is temporary reliance on cellphones. However, many locations in ECFiber territory do not have good cellphone reception. Assuming that cellphone service is not sufficiently reliable to provide back-up to ECFiber wired service, there are a number of options available to our subscribers.

a) ECFiber can install a slightly larger battery at an estimated cost of \$100 which will provide up to double the life of the principal back-up battery or an even larger battery with up to three times the life of the principal battery at an estimated cost of \$150. b) Subscribers can plug the battery into a back-up generator. The cost of this varies enormously: i) if you already have a generator, the extra cost is virtually zero; ii) if you buy one for this purpose only, the smallest and cheapest generator will do fine. The advantage is that such generators can be used for many other things. c) You can buy a standard "emergency battery" pack of the kind used for emergency jump-starting a car. These normally have a standard 110V outlet into which the ECFiber network battery can be plugged. Depending on the size of the battery pack and its condition this could extend the life of the network battery by up to 8-24 hours. d) You can subscribe to the bare minimum "dial-tone only" service from FairPoint as an emergency back up for ECFiber service. The lowest such service is around \$20/month. On the rare occasions when you would use it, FairPoint charges by the minute for actual usage, so this should only be used for emergencies when ECFiber service is out. ECFiber's low cost unlimited service plus FairPoint's "dial-tone only" would still be cheaper than FairPoint's price for service comparable in scope and services to ECFiber. Such a solution would, of course, be more secure than either ECFiber or FairPoint by themselves.