



Jan. 1, 2018

Dear FTC Voice (VoIP) Customer,

Thank you for subscribing to our Voice plan (VoIP). We hope you enjoy the advanced features and unlimited calling within the United States, including Alaska, Hawaii, Puerto Rico, U.S. Virgin Islands and Canada. Many of today's advanced voice services provided by an Internet Connection, such as your Voice Service, require backup power to continue functioning when a power outage occurs. If a power outage occurs at your service location, you will not be able to make any calls, including emergency calls to 911.

To avoid a disruption of voice service during a power outage – and to maintain the ability to connect to 911 emergency services -- FTC offers its VoIP customers the opportunity to purchase a backup battery, which is expected to last a minimum of 8 hours on standby power.

You may have purchased a battery back-up unit from FTC when you requested the Voice Service (VoIP). If not, one can be purchased for \$59.95. The battery back-up unit is made available because FTC believes that a source of backup power is just that important.

In closing, we want to say that we appreciate you choosing FTC as your telecommunications provider. If you have any questions, please do not hesitate to call us at 888-218-5050 or stop by one of our seven retail locations.

Sincerely,

FTC Customer Service