

TWN Communications Digital Phone Service – 911 Backup Power Disclosures

Pursuant to 47 C.F.R. § 12.5(d)

TransWorld Network, LLC's ("TWN," "Company") voice telephone service, including access to 911 emergency personnel, relies upon commercial power for operation. If you lose commercial power, then, like many other electronic devices, TWN's voice telephone service, including access to 911, will no longer be operational unless you purchase a battery backup option or you have another backup power source, such as a generator. TWN offers a battery backup option for its voice telephone service if you are interested in purchasing this capability. If you prefer, you may purchase a battery backup from another vendor of your choice.

TWN's battery backup option is specifically designed to power TWN's voice telephone service only, including access to 911 service, during a commercial power outage. Without the battery backup option or an alternate backup power source, such as a generator, you will not be able to make or receive any telephone calls, including 911 calls to emergency personnel. TWN's battery backup option for voice telephone service does not provide power for any other devices, such as home security and medical monitoring.

You can purchase the battery backup option at any time from TWN for \$690.00. It will provide approximately 8 to 10 hours of continuous battery backup for TWN's voice telephone service and can be installed at the same time as your telephone service. While this Uninterruptible Power Supply ("UPS") unit can physically accommodate additional equipment plugged into it, please be aware that if this is done, the 8-to-10-hour runtime noted above will NOT be possible, and actual runtime will be significantly reduced, depending upon what additional equipment has been attached to the UPS. If you purchase the battery backup option, please follow the detailed instructions included with your batteries for proper use, storage and care of your batteries to ensure that they will function as needed during a power outage. Improper storage of your batteries and environmental conditions, such as excessive heat or cold, may shorten their useful life. The batteries should be checked periodically by observing the LED indicators and performing battery tests in accordance with the battery testing instructions in the product manual to ensure proper operation. This product comes with a 3-year limited warranty that warrants it, if used in accordance with all applicable instructions, to be free from original defects in material and workmanship for 3 years from the date of initial purchase. Warranty details are more fully explained in the warranty documentation included with the equipment.