

MADISON COMMUNICATIONS, INC.
MADISON TELEPHONE COMPANY
MADISON NETWORK SYSTEMS, INC.
FCC BACKUP POWER CUSTOMER NOTICE
(Internet Phone Service and Fiber-to-the-Home Phone Service)

Backup Power for Home Phone Services during Power Outages: For many years, home phone service would allow a subscriber to stay connected to emergency voice services during a power outage. However, many of today's advanced home phone services require backup battery power to continue functioning during an outage. To avoid a disruption of home voice service during an outage - and to maintain the ability to connect to 911 emergency services - Madison offers the option of purchasing backup power for home phones. If you have questions or concerns about your backup battery, please contact us at 800-422-4848. This backup power policy is in conjunction with Madison's other "Terms of Service" as found at gomadison.com.

What the Battery Can - and Can't Do: Madison's backup batteries allow usage of home voice services during a power outage. Without a backup battery or alternate backup source such as a generator, a subscriber will not be able to make any calls, including emergency calls to 911. Our backup battery does not provide power to any services other than voice. Equipment, including, but not limited to, cordless telephones, home security systems, wireless routers and medical monitoring devices are not powered by our backup batteries. If a backup battery or other power source is purchased, we recommend that at least one corded telephone is maintained to use during power outages.

Battery Options: If a subscriber is concerned about being able to contact 911 emergency services during a power outage, a backup battery may be a good option.

Please note that in order to maintain telephone service during a power outage in Madison's traditional cable TV areas, a subscriber will require a backup battery for the telephone modem, while those subscribers in our Fiber-to-the-Home areas, will require a backup battery for the telephone modem and/or the fiber network interface device. A subscriber can purchase an optional complete backup battery solution for all of our VOice (VoIP) products (including those provided over fiber/coaxial cable facilities and those provided solely over fiber facilities) directly through Madison by calling us at 800-422-4848 or visiting our local office. All batteries purchased from Madison are subject to manufacturer warranty details.

A subscriber may choose to purchase a backup battery solution through a local or online retailer. Madison can provide the subscriber with model information of our backup battery solution that matches the type of equipment being installed.

Although a subscriber may self-install an alternative backup battery solution, Madison will not install or replace equipment purchased from an alternate vendor. If a subscriber purchases the backup battery solution from Madison, we will install the solution at no charge as long as the solution is purchased PRIOR to the initial installation of service. After the initial installation of service, our backup solution will be available for self-install OR a request for Madison to perform the installation can be made at standard hourly service rates.

When the Company does install our backup battery solution, Madison is not responsible for testing, monitoring or replacing defective batteries. The power supply will make a beeping noise periodically when the battery power is low or there is no battery installed. The beeping noise can be avoided with the Alarm Silence function button. Madison will make replacement batteries available for purchase and pickup at our main office location in Staunton. Standard hourly service rates will be applicable if Madison is requested to perform the installation of replacement batteries.

The Company does not guarantee uninterrupted telephone services even to subscribers that have working backup batteries or other power supplies. In some instances, such as during a weather event,

the public telephone network may experience other problems that would prevent normal operation of services even if there is backup power available.

For Fiber-to-the-Home subscribers in our Hamel, Worden, Prairietown, Staunton and Livingston exchanges remaining on regulated Telephone Service (excludes Madison's VOIce service offering), we will provide and install the original battery at the time of conversion from copper to fiber facilities. Subscribers are solely responsible for testing, monitoring and replacing batteries on a regular basis. If customer requests, replacement batteries will be provided at no charge when picked up at our main office in Staunton. Standard hourly service rates will be applicable if Madison is requested to perform the installation of replacement batteries.

Expected Backup Power Duration for Voice services: Backup batteries are expected to last at least 8 hours on standby power for voice services. The batteries are rechargeable, and as long as the backup battery is plugged into a power source, they will stay charged. During an extended power outage, a subscriber may want to use their telephone service sparingly to preserve battery life. If 8 hours is not enough time, standby power may be extended by purchasing a 24 hour battery or additional 8 hour batteries.

Instructions for Proper Care and Use of Your Battery: SUBSCRIBERS ARE SOLELY RESPONSIBLE FOR TESTING, MONITORING, AND REPLACING BATTERIES ON A REGULAR BASIS. Please follow the more detailed instructions included with the battery for proper use, storage and care of the battery to ensure that it will function as needed during a power outage. If the battery is not stored correctly, it may shorten its useful life. Environmental factors such as temperature can shorten the battery's useful life. We recommend that the battery is stored above 32°F and below 104°F. They will not last forever and should be replaced every 1 to 2 years, when an indicator light changes color, or possibly when the device starts to make a loud beeping sound. That sound means that the battery is depleted, and must be replaced. See the instructions above for purchase and replacement options. A subscriber should also periodically, as described in the instructions included with your battery, remove and test the battery to verify both the operation of the backup battery and its condition.

Customer statement:

I will be responsible for power backup during an outage and acknowledge that I have received the above information about the limitations of my telephone service in the event of a power failure and have received information about the option to purchase a backup battery to maintain my service's function during a power outage. I understand that without a backup power source, my phone service, including my ability to dial 911, may not function during a power outage. I also understand that even with a backup battery, the talk time during a power outage may be limited by multiple factors, including the condition of the battery at the time of the outage.

Subscriber Name: _____

Account Number: _____

Customer Signature: _____

Customer Name (please print): _____

Date: _____