

Reynolds Telephone Company

Subscriber Registration Form

First Name: _____ Last Name: _____

Service Address: _____

City: _____ State: _____ Zip: _____ County: _____

Billing Address (if different): _____

City: _____ State: _____ Zip: _____

Phone #: _____ Phone#: _____

E-mail: _____

Social Security #: _____ Mother's Maiden Name: _____

Additional Authorized Users:

Name: _____ Phone #: _____ Access Level: _____

Name: _____ Phone #: _____ Access Level: _____

Name: _____ Phone #: _____ Access Level: _____

Please affirm that you have read and agree to be bound by the applicable portions of our Terms and Conditions of Service, Installation, and Acceptable Use Policies. Services may be provided by one or more Subsidiary of Reynolds Communications, Inc. You agree to remit payment for the amounts and term lengths specified, and you are aware of the requirement to return all equipment in good working order. In addition you consent to us performing a credit inquiry to determine payment history.

Signature: _____ Date: _____

Please Leave portion below this line Blank unless directed by a representative.

When a satisfactory credit history cannot be established a \$200.00 deposit & additional customer information shall be required. Deposits may be paid in either a single payment of \$200 at sign-up, or a payment of \$100 at sign-up followed by 2 payments of \$50 each over the following 2 month period. Deposits are held for 1 year from the date of full payment. If there are no payment issues during that period deposits are refunded to the subscriber with interest. Convenience fees for payments made by credit card are NON-Refundable.

Additional Credit information required:

Drivers License #: _____ Drivers License State: _____ Date of Birth: _____

Employer: _____ Employer Phone: _____

Own: Rent: Landlord: _____ Landlord Phone #: _____

Reynolds Telephone Company

Subscriber Sign-up Form

Reynolds Exchange

Telephone Service (required)

	<u>Residential</u>	<u>Business</u>	<u>Battery Backup</u>
Lines \$16.20/ea			<input type="radio"/> \$0-----None
Installation (one time)	\$35.00	\$37.00	<input type="radio"/> \$3.50--8-Hour Standby
<input type="checkbox"/> Limited* (Only available to residential subscribers, only allows local & emergency calling, applies \$15 discount to HSI)			<input type="radio"/> \$10----24-Hour Standby
Phone # _____		Long Distance Carrier _____	
<input type="checkbox"/> \$5-Caller ID		<input type="checkbox"/> \$1-Three-Way Calling	<input type="checkbox"/> \$0-Unlisted Number
<input type="checkbox"/> \$1-Call Forwarding		<input type="checkbox"/> \$2-Telemarketer Screening	<input type="checkbox"/> \$0-900 Blocking
<input type="checkbox"/> \$1-Call Waiting		<input type="checkbox"/> \$3-Voicemail	<input type="checkbox"/> \$0-International Block
<input type="checkbox"/> \$2-Call Waiting ID			

Estimated Monthly Taxes Surcharges & Fees ~ \$18.50

High Speed Fiber-Optic Internet

<u>Package</u>	<u>Speeds</u>	<u>Village</u>	<u>Rural</u>	<input type="radio"/> NONE
Bronze	- 50Meg/25Meg	<input type="radio"/> \$39.95	<input type="radio"/> \$41.95	
Silver	- 100Meg/50Meg	<input type="radio"/> \$49.95	<input type="radio"/> \$51.95	
Gold	- 150Meg/75Meg	<input type="radio"/> \$59.95	<input type="radio"/> \$61.95	

- Managed Wireless Router \$3.00 (\$25 Setup Fee)
 Standard Installation Fee \$30.00 (one time)

IPTV

Packages include 1 STB & High Definition at no charge. Must Have 1 DVR to add Whole Home DVR.

<u>Base Packages</u> -----	<input type="radio"/> \$36 Basic Service	<input type="radio"/> \$90 Expanded Basic Service	<input type="radio"/> NONE	
<u>Premiums</u> -----	<input type="checkbox"/> \$18-HBO	<input type="checkbox"/> \$12-Cinemax	<input type="checkbox"/> \$12-Encore/Starz	<input type="checkbox"/> \$12-Showtime
<u>Features</u> -----	\$5/ea-Set Top Boxes _____	\$7/ea-DVRs _____	<input type="checkbox"/> \$4-Whole Home DVR	
	<input type="checkbox"/> Standard Installation Fee \$50.00 (one time)			

AIRtv

<u>Set Top Boxes-</u>	<u>Antennas</u>	<u>Install Options</u>
\$5/ea-AirTV Boxes _____	\$2/ea-Indoor standard _____	<input type="checkbox"/> \$0-Self-Install
\$5/ea-OTA Local Adapters _____	\$4/ea-Indoor amplified _____	<input type="checkbox"/> (T&M)-Professional Install
\$5/ea-200HR OTA DVRs _____	\$6/ea-Outdoor amplified _____	

Maintenance Plans

Minimum 12 Month term & other conditions apply to maintenance plans, please see representative for details.

- \$1.50-Maintenance 1 \$2.50-Maintenance 2 \$5.00-Maintenance 3 NONE

Services listed may be provided by one or more subsidiaries of Reynolds Communications, Inc. All prices are per month unless otherwise specified and subject to change without notice. Not all options may be listed, other discounts taxes and surcharges may apply, check with representative for details.

Reynolds Telephone Company

Combined Terms Of Service

General Terms & Conditions

- 1) You hereafter referred to as the "**Subscriber**" affirm that you are at least 18 years of age and have read, understand, and agree to be bound by the elections made on your registration form as well as the terms, conditions, & policies herein described.
- 2) Services are provided by **Reynolds Communications, Inc. P.O. Box 27, Reynolds, IL 61279** and/or any of its wholly owned subsidiaries hereafter collectively referred to as "**Reynolds**" This agreement shall be governed by and construed in accordance with the laws of the state of Illinois applicable to contracts to be performed entirely within the state.
- 3) All equipment provided is the property of **Reynolds** unless otherwise specified in the applicable installation policy. Upon termination of services, all provide equipment must be returned to **Reynolds** in good working condition. Any equipment damaged through neglect, misuse or abuse will be replaced at the expense of the **Subscriber**.
- 4) Services may require **Subscriber** to commit to a minimum service term. A **Subscriber** who wishes to cancel prior to the fulfillment of their service term are subject to an early cancellation fee equal to \$20.00 Per month remaining on their agreement. Commitment period will commence on the date of install and continue for the duration stated on the registration form.
- 5) The **Subscriber** is solely responsible for providing and maintaining their own end user equipment (e.g. Notebook, Tablet, Television, Router, Telephone, Fax Machine, etc.). **Reynolds** assumes no responsibility for setup, support, or repair of these devices. In addition **Reynolds** assumes no liability for damage sustained by these devices while connected to our network and/or equipment.
- 6) All charges will be billed by the subsidiary providing service on a Reynolds Telephone Company bill on the fifth of each month, payable by the 26th of that same month. Failure to pay by the specified due date may result in your services being suspended. If suspended a reconnect fee of \$15.00 per service will be required to reestablish service. Accounts in default will be turned over to collections after 90 days.
- 7) **Reynolds** makes no express or implied warranty of any kind. There is no express or implied warranty of merchantability or fitness for a particular purpose for the services provided.
- 8) The subscriber grants **Reynolds** permission to perform any necessary installation work in accordance with the applicable Installation policies. If required by the law or specific lease agreement, the subscriber also agrees to obtain consent from the owner of the home to perform said work.

Reynolds Telephone Company

Combined Terms of Service

Acceptable Use & Network Management Policy

These policies apply to all users of Internet & network services. They supplement, but do not supersede, the Terms of Service agreement or other contracts that the subscriber may have entered into with Reynolds Communications or any of its wholly owned subsidiaries.

These Policies are intended to protect Reynolds Communications, Inc., its subsidiaries, its subscribers, and others from irresponsible, disruptive, or illegal activities. These Policies provide guidelines and are not meant to be exhaustive in nature.

Reynolds Communications, Inc. reserves the right to restrict, suspend, or terminate service without refund or forgiveness of contract in the event that these policies are violated. These policies may be updated or revised periodically and in such cases the latest available version of this policy will be available for viewing at reynel.net/tos.html. Use of the Reynolds Cable Inc. network constitutes comprehension and willingness to be bound by these policies.

Customer Responsibilities

- Subscribers remain solely and fully responsible for the content of any material posted, hosted, downloaded/uploaded, created, accessed or transmitted using the service. Reynolds Cable Inc. has no responsibility for any material created on the Reynolds Cable Inc. network or accessible using the service.
- Subscribers assume responsibility for any misuse of service or AUP violations by anyone accessing the Reynolds Cable Inc. network through their account, regardless of the subscriber's knowledge or consent.
- Subscribers are responsible for the security of their computers and data, to take measures to protect against viruses and to limit access by children to inappropriate content.
- Subscribers are responsible for taking prompt corrective action(s) to remedy any violation of this AUP and to help prevent similar future violations.

Prohibited Activities

Unlawful Activities: Service shall not be used in connection with any criminal, civil or administrative violation of any applicable local, state, provincial, federal, national or international law, treaty, court order, ordinance, regulation or administrative rule.

Threatening Material or Content: The service shall not be used to host, post, transmit, or re-transmit any content or material (or to create a domain name or operate from a domain name), that harasses, or threatens the health or safety of others.

Intellectual Property Rights: IP Service(s) shall not be used to publish, submit/receive upload/download, post, use, copy or otherwise reproduce, transmit, re-transmit, distribute or store any content/material or to engage in any activity that infringes, misappropriates or otherwise violates the intellectual property rights or privacy or publicity rights of any individual, group or entity, including but not limited to any rights protected by any copyright, patent, trademark laws, trade secret, trade dress, right of privacy, right of publicity, moral rights or other intellectual property right now known or later recognized by statute, judicial decision or regulation.

Sharing or Resale: Residential service is provided is for single family residence or home-office use only. Internet sharing is allowed only within the boundaries of the residence. Allowing others to use this connection via wired, wireless (WiFi or other technology) or by other means is prohibited. Reselling the service is also strictly prohibited. Business subscribers should consult their individual service agreements.

Reynolds Telephone Company

Combined Terms of Service

Network Abuse

Spam/E-mail Abuse: A subscriber shall not directly or indirectly use the service to send mass or other duplicative unsolicited e-mail messages (commercial or other) or to send any other unsolicited e-mail that provokes or is likely to provoke complaints. This prohibition includes any violation of the CAN-SPAM Act of 2003, or any other applicable law regulating e-mail services.

Denial Of Service Attack: A subscriber shall not engage in any form of "denial of service" attack including, but not limited to, flooding of a network, overloading a service, attempting to "crash" a host or "mail bombing" (i.e., sending large volumes of e-mail with the apparent intent of denying another Internet user service).

Peer-To-Peer Sharing: A subscriber shall not utilize peer-to-peer or other file sharing methods in a manner which interferes with Reynolds Cable Inc.'s ability to operate an efficient network and provide normal service to others. Subscribers should not maintain a large number of connections or utilize large portions of their bandwidth for extended periods of time. Abusing network bandwidth affects all subscribers and will likely result in traffic shaping.

Bandwidth Abuse: A subscriber shall not engage in any activity that interferes with Reynolds Cable Inc.'s ability to provide service to others, including the use of excessive bandwidth. This behavior includes but is not limited to: Excessive downloads, uploads, video streaming, or hosting a server.

Security Violations

- Unauthorized monitoring, scanning or probing of network or system or any other action aimed at the unauthorized interception of data or harvesting of e-mail addresses;
- Hacking, attacking, gaining access to, breaching, circumventing or testing the vulnerability of the user authentication or security of any host, network, server, personal computer, network access and control devices, software or data without express authorization of the owner of the system or network;
- Impersonating others or secretly or deceptively obtaining personal information of third parties (phishing, etc.);
- Using any program, file, script, command or transmission of any message or content of any kind, designed to interfere with a terminal session, the access to or use of the Internet or any other means of communication;
- Distributing or using tools designed to compromise security (including but not limited to SNMP tools), including cracking tools, password guessing programs, packet sniffers or network probing tools (except in the case of authorized legitimate network security operations);
- Knowingly uploading or distributing files that contain viruses, spyware, Trojan horses, worms, time bombs, cancel bots, corrupted files, root kits or any other similar software or programs that may impact the operation of another's computer, network system or other property, or be used to engage in system hi-jacking;
- Engaging in the transmission or receiving of pirated software;
- Failure to take reasonable security precautions to help prevent violation(s) of this AUP.

Monitoring of Services

Reynolds Cable Inc. has no obligation to monitor or control postings, messages or transmissions made or accessed or received using the Service and expressly disclaims any responsibility for any offense or injury arising out of your or others' access to or dissemination of any content posted or transmitted. The Terms of Service Agreement for the service, however, provides that, to the maximum extent permitted by applicable law, Reynolds Cable Inc. reserves the right, without notice to you, to monitor content and transmissions electronically from time to time, and, subject to certain conditions, to disclose any information it learns as a result to governmental authorities or other third parties.

Reynolds Telephone Company

Combined Installation Policies

Fiber-To-The-Home (Reynolds Exchange)

The following policy describes what is included and required in a Fiber-To-The-Home: Telephone, High Speed Internet and/or IPTV installation within the Reynolds Telephone Exchange. Our installers make every effort to perform the most discreet, professional, and efficient installations possible. Any questions about this policy should be discussed with the installer prior to installation.

Installation Practices

- All services (Telephone, Internet, and IPTV) originate from the Optical Network Transceiver which will be provided by RCI, and placed on the side of the home near where other utilities enter if possible.
- The ONT requires a power supply unit to provide it electricity. The power supply unit must be mounted inside the home within 50 feet of the ONT and within 6 feet of an existing available electrical receptacle. In most cases the unit is mounted in the basement near the wire entrance along with any other CPE we may provide. This unit contains backup batteries which may have to be replaced periodically.
- Telephone service will be provided to the ONT and verified by the installer using a test set. Any existing lines run to that location shall be connected at time of install. Any existing dysfunctional jacks or wiring repairs are not covered as part of the installation. These items may be repaired at the time of install under a pre-selected service plan or at normal service rates.
- In instances where existing telephone wiring is non-functional or non-existent a customer may elect to have 1 telephone jack installed free of charge. The jack shall be placed in the installers location of choice, not to exceed 15 Feet from the ONT using standard practices.
- Wire extending from the ONT to the customer premise equipment and power supply unit will be placed as part of the initial installation. To place this line the installer will drill through the rim joist allowing access to the basement/crawlspace. In situations where this is not practical a hole may be drilled directly into the living area through an exterior wall.
- Installations require communications cable to be run from the provided CPE to the computer or router as well as each location in the home where a "Set Top Box" will be placed for IPTV service. RCI will provide and install the communications cable in accordance with the guidelines set forth in this policy.
- Location for the CPE will be selected by the installer to provide the most central and convenient location for running the cabling. One hookup will be provided for each STB, and one for HSI. The cabling for these hookups is not to exceed 150' per individual run and 500' per installation. Additional cabling, hookups, or subsequent changes in location are not covered as part of a standard installation and will be billed according to our installation service fees if desired.
- All cabling will be run in the most efficient way possible to the locations specified. Preference will be given to routing cabling through basement/crawlspace area when possible using holes in floor along baseboard for first floor access. In cases where basement/crawlspace is obstructed, and/or 2nd floor access is unavailable via interior, installer may opt to run cabling along the exterior of home or along baseboard to the desired location.
- Installer will verify internet connectivity and speeds on subscribers device if found to be in good working order. If subscribers computer is unavailable or found to be in poor working order, installers will verify connectivity using their own device and recommend the subscriber have their computer serviced. RCI is not responsible for configuring third party routers. A fully supported wireless router is offered by RCI for an additional monthly fee.
- All cabling, jacks, and connectors placed during an installation become property of the subscriber upon completion of the install. Any subsequent damage to these items once installed becomes the subscribers responsibility. Reynolds Cable Inc. offers & recommends service plans to cover repairs in the event of such a problem. All other repair of these items by Reynolds Cable Inc. will be billed at normal service rates.

Installer has final judgment on installation practices and may decide to use different methods when deemed to be more appropriate for the situation.

Last Revised 7-14-16

Reynolds Telephone Company

Combined Installation Policies

Fixed Wireless / Satellite Broadband

The following policy describes what is included and required in a standard fixed wireless broadband or satellite broadband internet installation. Services not mentioned in the policy may be billable per standard rates. Please see fees and rates sheet for more information. Our installers make every effort to perform the most discreet, professional and efficient installations possible. Not all items apply to all services. Any questions about this policy should be discussed with the installer prior to installation.

Installation Practices

- Wireless internet installations require a radio transceiver and antenna or satellite dish to be mounted in a location found suitable by our installers. Most common choices for mounting are; on the roof, on an existing antenna mast, on the fascia board of the roof, on the siding of the home, or mounted in the gable or other area of the home's exterior. When attaching to asphalt shingled roofs tar sheets are used in combination with lag screws. Customer may request that the antenna not be mounted on their roof although this may prevent them from being eligible to receive the service. Not all locations can be utilized for all types of service. Some satellite installations may use or require installation on a free standing pole mount. A non penetrating mount is also available for an additional fee for use on a commercial flat roof.

For installations where a free standing pole is required: A free standing pole mount will be installed and a credit will be issued on the subscribers first bill for the associated cost. Poles provided under this provision will be located as close to the home as possible in a location of the installers choosing. Any requested deviation from that location will be subject to signal availability and additional installation fees.

For installations where a free standing pole is not required: An applicant may request that a free standing pole mount be installed for the additional pole mount fee. Poles provided under this provision will be located as close to the home as possible. Any requested deviation from that location will be subject to signal availability and additional installation fees.

- It is required that a surge arrestor or ground block be installed on the exterior of the home to protect our equipment and allow testing or troubleshooting without entering the home. These are most commonly placed a few inches above the foundation on the home close to where the antenna and transceiver are mounted or where the cable enters the home. Along with the surge arrestor a grounding rod may be driven or other attachment to the home's grounding system.
- Communications cable and ground wire must be placed from the radio transceiver/satellite dish to the surge arrestor or ground block with the ground wire continuing to the ground rod or other bonding point. An additional communication cable must be placed from the surge arrestor or ground block into the home to the end user device (computer, router, hub etc..) or company provided modem. All efforts are made by our installers to be discreet as possible in the placement of these cables along the exterior of the home.
- In order to place the communication cable into the home the installer will either drill through the rim joist into the basement or directly into the desired room through the exterior wall. Installers may also utilize preexisting holes when convenient.
- The subscriber will receive a maximum of 300' of communications cable from the transceiver to their end device (ex: computer, router, hub...). Satellite Installs will receive a maximum of 150' of communications cable from the receiver dish to the provided modem. Cabling will be run in the most efficient way possible to the location specified. Preference will be given to routing cabling through basement/crawlspace area using a hole in floor along baseboard for first floor access. In cases where basement/crawlspace is obstructed and/or 2nd floor access is unavailable via interior, installer may opt to run cabling along the exterior of home to the desired location. Additional cabling, hookups, or subsequent changes in location are not covered as part of a standard installation and will be billable if desired.
- Installers will verify internet connectivity and set up email account on subscriber's computer if available and found to be in good working order. If subscribers computer is unavailable or found to be in poor working order installers will verify connectivity using their laptop and recommend the subscriber have their computer serviced. RCI is not responsible for configuring third party wired or wireless routers.

Installer has final judgment on installation practices and may decide to use different methods when deemed to be more appropriate for the situation.

Reynolds Telephone Company

Combined installation Policies

Subscriber-Owned Buried Cable

The following policy describes Reynolds Cable, Inc.'s buried cable installation practices and customer responsibilities before during and after the installation of subscriber-owned buried cables.

Pre-Installation

- Reynolds Cable Inc. is responsible for contacting Illinois' "JULIE" utility locating service. JULIE will then contact local utilities to mark any buried facilities in the area of the excavation.
- Subscribers(you) are responsible for locating any privately owned facilities such as your; drainage tiles, power, water, propane, invisible fence, irrigation, septic systems, etc. Anything that is buried on your property that is not owned by a public utility is your responsible to locate. Reynolds Cable Inc. will not be liable for damage to unmarked obstacles.

Installation Practices

- Reynolds Cable Inc. may place buried cable by means of open pit, open trenching, or vibratory plowing.
- The installation of buried cable may result in damage to grass, landscaping, and terrain surrounding the burial route.
- Cable may be installed in duct (conduit) or direct buried. Cable may be installed at a range of depths. These items are job specific and should be discussed with crew prior to install.

Post-Installation

- When Reynolds Cable Inc. places buried cable as part of a "standard installation", or a contracted installation, the cable then becomes property of the subscriber.
- Any maintenance, repair, or locating of subscriber-owned buried cable is the subscribers responsibility.
- Reynolds Cable Inc. may be hired to maintain, repair, or locate these cables (applicable service rates apply).

Installer has final judgment on installation practices and may decide to use different methods when deemed to be more appropriate for the situation.

Last Revised 02-25-2015

Reynolds Telephone Company

Combined installation Policies

Subscriber Maintenance & Support Plans

Reynolds Telephone Company strives to operate with a minimum of issues. However if trouble does arise it is important to know who is responsible. All cabling and equipment leading to your location, as well as modems, set top boxes, and certain other electronic devices installed in your home, are property of RTC and maintained by us in the event of a problem. Items in your home such as jacks, wiring, computers/tablets, televisions, and telephones are all your property and your responsibility in the event of a problem with them. To minimize the financial impact of an unexpected problem RTC recommends one of customer Maintenance & support plans.

NO Support Plan

RTC owned equipment covered against natural failure & lightning damage.
All other service calls billed at normal rates.

Wire Maintenance 1 - \$1.50/Mo

RTC owned equipment covered against natural failure & lightning damage.
Telephone Jacks & Wiring covered against wear & accidental damage.
All other service calls billed at normal rates

Wire Maintenance 2 - \$2.50/Mo

RTC owned equipment covered against natural failure & lightning damage.
Telephone Jacks & Wiring covered against wear & accidental damage.
Internet & IP Television Jacks & wiring covered against wear & accidental damage.
All other service calls billed at normal rates

Wire Maintenance 3 - \$5.00/Mo

RTC owned equipment covered against natural failure & lightning damage.
Telephone Jacks & Wiring covered against wear & accidental damage.
Internet & IP Television Jacks & wiring covered against wear & accidental damage.
Hookup of New Televisions & programing of remote controls.
2 Service Calls per year for non-covered items**
(* **Trip Fee and maximum of .5 HR Labor fees waived for each trip)

Service Trip Fee - \$25.00

(Includes 1st 15 Minutes)

Hourly Labor rate - \$40.00

(Billed at ½ Hr Increments)

Plans are billed per location. Term length of 12 months applies to all plans. Plans may be purchased for use on a service call up until the time of dispatch. All maintenance packages include the cost of standard repair materials & labor performed during normal business hours per our installation policy. Non-standard wiring or equipment may incur additional fees. Please review installation policies for details. Reynolds Cable Inc does not perform service on customer owned end user devices. (i.e. laptops, tablets, cell phones, televisions, dvd players, 3rd party routers)

Last Revised 06-03-19

Reynolds Telephone Company

Combined installation Policies

FTTH Backup Battery Options

Backup Power for Home Phone Services during Power Outages

For many years, your home phone would allow you 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 -- we at Reynolds Telephone Company offer you the option of purchasing backup power for your home phone service.

What Your Battery Can – and Can't – Do for You

Reynolds Telephone Company's backup batteries for telephone service allow you to continue to use your home voice services during a power outage. Without a backup battery or alternate backup source such as a generator, customers may not be able to make any calls, including emergency calls to 911. The only way to maintain the ability to use your phone is by using some form of backup power. Our backup battery system does not provide power to any services other than telephone. Home security systems, medical monitoring devices and other equipment will not run on a home phone backup battery system.

Purchase and Replacement Options

If you are concerned about being able to contact 911 emergency services during a power outage, a backup battery system may be a good option for you. The battery backup system offered by Reynolds Telephone Company is approximately 5LBS and is roughly the size of an encyclopedia. You can lease a backup battery system directly from Reynolds Telephone Company. If you would like to add a battery backup system or have questions, please call 309-372-4214 or visit our office at 221 W Main ST - Reynolds, IL 61279.

Our 8 hour backup battery system costs \$3.50/Mo and includes initial setup & battery replacement every 3 years. This Backup battery system is expected to last at least 8 hours on standby power when new. The backup battery should give you 3 hours of talk time when new. If you feel that is not enough time, you may extend your standby power by leasing our 24 hour battery system.

Our 24 hour backup battery system costs \$10.00/Mo and includes initial setup & battery replacement every 3 years. This Backup battery system is expected to last at least 24 hours on standby power when new. The backup battery should give you 6 hours of talk time when new.

Instructions for Proper Care and Use of Your Battery

Please observe the following battery system care guidelines to ensure that it will function as needed during a power outage. If your battery backup system is not stored correctly, it may shorten its useful life. Environmental factors such as temperature can shorten your battery's useful life. Ideally your battery should be kept between 41°F and 104°F. The provided batteries are rechargeable, however, each cycle of discharge and charge decreases the capacity of the battery. The capacity of the batteries will diminish over time and with use. They will not last forever and should be replaced every 3 years under good use conditions, or when your 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.

You should also periodically, remove and test your battery to verify both the operation of the backup battery and its condition.

Reynolds Telephone Company

Combined installation Policies

New Construction Guidelines

This information is provided as a reference for wiring in any new construction within the Reynolds Telephone Company exchange boundary. Reynolds Telephone Co. recommends this information be thoroughly reviewed by the homeowner and contractor overseeing construction of the home. Reynolds Telephone Co. offers telephone, high speed internet, and IPTV (Cable Television) service to every subscriber within our exchange. If you wish to subscribe to any of these services in the future you should pay special attention the individual requirements for that service as they tend to differ significantly from standards in other areas. Any questions should be directed to our business office where one of our service technicians are more than happy to work with the you.

General -

- All services originate from a NID typically placed on the side of the home by the power & gas meter. Four cables need to be placed from this area to a central distribution point. The distribution point must be easily accessible and have an available grounded electrical outlet (ie: utility-room, closet, basement). Three of the cables should be CAT5 UTP cable, and one of them should be a multi-conductor power cable provided by RTC. The length of this cable should not exceed 100'.

Telephone –

- For standard telephone service RTC recommends individual home-run cable runs from each jack to the previously mentioned distribution point. Daisy chaining between jacks is strongly discouraged. RTC recommends a minimum two pair twenty-four gauge CAT3 UTP cabling be used.
- Each location should be terminated into a standard modular telephone jack using the red/green or blue/white pair as line one. A jack should be placed anywhere where telephone service may be desired. Any splices in the conductor should use IDC or B type connectors.

High Speed Internet / IPTV Service (Cable TV) –

Reynolds Cable Inc offers 100% digital IPTV and High Speed Internet service. These services DO NOT utilize standard co-ax cable to carry their signal. RCI can provide and install cabling for these services free of charge if an application for service is already submitted. Free installation is subject to RCI standard installation policy.

For IPTV/HSI service individual home-run cable runs will be needed from each desired television or internet device location back to the previously mentioned distribution point. Cabling must be four pair twenty-four gauge CAT5 UTP cable or better.

The cabling at each desired television or internet device location should be terminated into an 8P8C keystone jack using the T568B wiring scheme. At the central distribution point appropriate slack should be left or cables terminated into CAT5 or better patch panel.

Standard telephone service jacks should be installed following the same guidelines listed in the “Telephone” section.

All of the procedures described above can be performed by Reynolds Telephone Co. if desired. Standard installation rates apply and may be viewed online at reytel.net/tos.html or obtained from the RTC business office.

Last Revised 06-03-19