

Backup Power Customer Notice

Backup Power for Residential Voice Telephone Services during Power Outages: For many years, your home telephone would allow you to stay connected to emergency voice services during a power outage. However, if your residential voice telephone service is provided using fiber rather than traditional copper-based line, the residential voice telephone service requires 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, below are some backup battery power information and purchase options.

What Your Battery Can – And – Can't Do for You: Backup battery systems for telephone modems allow you to continue to use you home voice services during a power outage. Without a backup battery or alternate backup source such as a generator, customers with fiber-based residential telephone service will not be able to make any calls, including emergency calls to 911. The only way to maintain the ability to use your telephone is by using some form of backup power.

A backup battery does not provide power to any services other than voice. Home security systems, medical monitoring devices, and other equipment will not run on our residential voice telephone backup battery.

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.

- Monroe Telephone Company provided backup system – You can purchase a backup battery system directly through Monroe Telephone by calling 541-847-5135. Our backup battery system provides up to eight (8) hours of standby capability. If you need additional standby time, stackable batteries can be purchased from Monroe Telephone to provide up to 24 hours of standby power. For current pricing, contact our business office at 541-847-5135.
- Third Party provided battery system – You can also purchase a backup battery system through a local or on-line retailer. Please contact our company and we will gladly provide you with the information you need about the type of battery system that will work.

Expected Backup Power Duration: Backup batteries are expected to last up to 8 hours on standby power. This should give you several hours of talk time.

Instruction for Proper Care and Use of Your Backup Battery System: Please follow the more detailed instructions included with your backup battery system for proper use, storage and care of your battery to ensure that it will function as needed during a power outage.