

Backup Power Disclosure Notice **Cooperative Telephone Exchange**

This notice is to inform subscribers of the battery backup device installed at your residence for home voice services during power outages.

Backup Power for Home Phone Services during Power Outages

Many of today's advanced home phone services require backup battery power to continue functioning during a power outage. To avoid a disruption of home voice service during an outage, and to maintain the ability to connect to 911 emergency services, Cooperative Telephone Exchange provides a 12-hour battery backup device. You also have the option of purchasing additional backup power for your home phones.

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

Cooperative Telephone Exchange provides and maintains a battery backup device at each subscriber location that will 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, subscribers will not be able to make any calls, including emergency calls to 911. The battery backup does not provide power to any services other than voice. If the device is unplugged or has no power, the internet and video services will not function until power is restored. Home security systems, medical monitoring devices, cordless telephones and other equipment will not run on a home phone battery backup. In order for the home phone service to function during a power outage the subscriber will need a non-powered telephone.

Purchase and Replacement Options

The battery backup status is monitored by Cooperative Telephone Exchange to determine whether the battery has degraded run time or performance and will be replaced at no cost to the subscriber if it fails. The battery backup is expected to maintain voice service at your location for 12 hours with no talk time, this will be lower if telephone usage occurs during a power outage. Talk time is estimated at 8 to 10 hours unless an alternate backup source such as a generator is used during a power outage. The backup battery is normally located in the basement or utility room and should have 1 or 2 green LED lights on at all times. The backup battery must remain plugged into commercial power at all times. If you have trouble with any service, please check the backup battery power connection before contacting Cooperative Telephone Exchange. The subscriber can also purchase an additional backup battery through many of the local retailers or on-line if they are concerned about being able to contact 911 emergency services during an extended power outage. If you do not feel comfortable installing your own additional battery, please call us to make an appointment, and we would be happy to assist you. There may be a charge for this service. Please contact Cooperative Telephone Exchange at (515) 826-3206 during normal business hours or (515) 826-6206 afterhours with any questions.