

Standby Power Disclosure Notice

Cooperative Telephone Exchange has deployed a State-of-the-Art network which includes Optical Fiber to the Premises. Service via this network requires and is conditioned on connection to customer provided AC and includes standby batteries for continued service during temporary commercial power outages. This notice is to inform subscribers of the standby battery device installed at your residence for home voice services during power outages.

Backup Power for Home Phone Services during Power Outages

Expected service availability utilizing the standard battery provided by the Company is 8 hours under normal use conditions. Service is limited to Voice telephony during power outages to preserve the capability for emergency calling. Standby service availability is also impacted by talk time and service is not guaranteed.

The Optical Network Unit and standby battery are property of the Company. The Company will handle all battery replacements at no charge so as to avoid the possibility of damage to its network components. The Company monitors its batteries and has a replacement practice when their expected life of 5-7 years is exhausted. It is not possible for a customer to test the battery.

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

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 standby battery. In order for the home phone service to function during a power outage the customer will need a non-powered telephone. The standby battery is normally located in the basement or utility room and should have 1 or 2 green LED lights on at all times. The standby battery must remain plugged into commercial power at all times. If you have trouble with any service, please check the standby battery power connection before contacting Cooperative Telephone Exchange.

Purchase and Replacement Options

The customer can also purchase an additional standby 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 contact us and we would be happy to assist you. Beginning February 2019, an Extended Outage battery with a 1-year warranty will be available on customer request and for an installation fee of \$111.31. It will provide an expected service availability of 24 hours based on typical usage which is impacted by talk time and is not guaranteed. Please contact Cooperative Telephone Exchange at (515) 826-3206 during normal business hours or (515) 826-6206 afterhours with any questions.

This information is provided in compliance with FCC Order 15-98