



Your Total Communications Provider

712-744-3131

www.fmctc.com

Battery Backup Disclosure

An FCC Order requires all telephone service providers, using advanced wireline technology networks (fiber optics), to offer subscribers the option of purchasing a battery backup solution that provides at least eight hours of standby power during a commercial power outage that enables calls to 911. FMCTC goes above and beyond this requirement by including this feature with our voice services at no additional cost. We have exceeded the FCC requirement.

FMCTC Telephone Services During Power Outages

For many years, your FMCTC telephone service delivered on the copper cable network would allow you to stay connected to emergency voice services during a power outage. However, digital telephone services now delivered to you on the FMCTC fiber optic network requires backup battery power to continue functioning during an electrical power outage. To avoid a disruption of voice services during an outage - and to maintain the ability to connect to 911 emergency services - FMCTC provided and installed a battery back-up unit at your facility when we connected you to our fiber optic network.

Backup Power for FMCTC Phone Service during Power Outages

A backup battery unit, such as what FMCTC has provided and installed, allows regular corded land line phones to work during a power outage and maintains the ability to connect with 911 emergency services. When a power outage occurs, you should ensure that you have one corded single-line touchtone phone connected directly to your in-home wiring (wall jack). If you connect a cordless phone, it will not function without a separate battery backup, and not all cordless phones are so equipped.

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

FMCTC's backup batteries will allow you to continue to use your home voice services during a power outage. Our backup battery unit does not provide power to any services other than voice. Internet, FMTv, home security systems, medical monitoring devices and other equipment will not run on our backup battery.

Expected Backup Power Duration

The battery backup is expected to last up to 8 hours in the event of a power outage depending upon battery age, usage, and environment. These batteries are rechargeable, but they will not last forever and should be replaced every 5-10 years. FMCTC will monitor your battery power performance and will replace the batteries according to our scheduled maintenance plan.

Purchase and Replacement Options

Extended backup batteries (up to 24 hours) are available directly from FMCTC. If you would like one of these extended batteries installed, contact our office for the cost of a 24-hour battery.

If you have any questions about
this notification, please call our office at
712-744-3131