

What to Expect During a Power Outage with Fiber-To-The-Home

Backup Power Information

If your home phone service is provided with our state-of-the-art fiber optic network, it requires electric power to operate. To avoid a disruption of home voice service during a power outage – and to maintain the ability to connect to 911 emergency services -- we at Farmers Telecommunications Cooperative, Inc. (“FTC”) offer you battery backup power option(s).

Where to Obtain Your Battery Backup

FTC would like to ensure that our customers are provided reliable backup batteries that allow you to continue to use your home voice services during a power outage. That is why we currently provide and maintain a backup battery at no charge. If you have any questions or experience trouble with your battery backup, please call 256-638-2144 and we will provide helpful information about how to self-monitor and self-test the backup battery. In addition, FTC will arrange for a replacement battery if required.

What Your Backup Battery Can – and Can’t – Do for You

The battery backup provided by FTC is approximately 6.5 pounds (with battery) and is about 6.5” L x 7.5” W x 3.25” D.

Our backup batteries are expected to last at least 8 hours on standby power. That means the backup battery should give you approximately 6 hours of talk time.

Our backup battery does not provide power to any services other than voice. Home security systems, medical monitoring devices, routers and other equipment will not run on a home phone backup battery.

Instructions for Proper Care and Use of Your Battery

Please follow the more detailed instructions included with your battery for proper use, storage and care of your battery to ensure that it will function as needed during a power outage. If you do not store your battery correctly, it may shorten its useful life. Environmental factors such as temperature can shorten your battery’s useful life. We recommend that you store your battery above 41°F and below 104°F. These batteries are rechargeable. They will not last forever and should be replaced every 2 to 4 years, or when your device starts to make a loud beeping sound. That sound means that the battery is depleted, and must be replaced. As instructed above, please call FTC at 256-638-2144 to schedule a replacement. You should also periodically, as described in the instructions included with your battery, remove and test your battery to verify both the operation of the backup battery and its condition.