



As a customer receiving services through our optical fiber network, we are required to provide you this information regarding the need for battery backup during a power outage.

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

If your home or business voice service is provided with our state-of-the-art fiber optic network, it requires electric power to operate. To avoid a disruption of home or business 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

8 Hour Battery Backup

- FTC would like to ensure that our customers are provided reliable battery backups that allow you to continue to use your voice services during a power outage. That is why we currently provide and maintain a battery backup at no charge for those customers subscribing to FTC voice service. If you have any questions or experience trouble with your battery backup, please call 866-638-2144 and we will provide helpful information about the battery backup. In addition, FTC will arrange for a replacement battery backup if required.

24 Hour Battery Backup - Optional

- In addition to the 8 hour battery backup provided at no charge, FTC has a 24 hour battery backup option available to FTC customers at a cost of \$350. If you have any questions or experience trouble with the 24 hour battery backup, please call 866-638-2144 and we will provide helpful information about the battery backup. If needed, FTC will arrange for the \$75 purchase for each battery backup replacement that may be required. Since there are three battery backups required for this option, the cost of all three battery backup replacements would be \$225. In addition, if you prefer FTC to deliver and install the replacement battery or batteries, an additional trip and installation fee of \$100 will apply.

What Your Battery Backup Can - and Can't - Do for You

8 Hour Battery Backup

- 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 battery backups are expected to last at least 8 hours on standby power. That means the battery backup should give you approximately 4-6 hours of talk time.
- Our battery backup 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 battery backup.

24 Hour Battery Backup - Optional

- The battery backup provided by FTC is approximately 6 pounds (with batteries) and is about 6.1" L x 3.5" W x 4" D.
- This battery backup option is expected to last at least 24 hours on standby power. That means the battery backup should give you approximately 12-16 hours of talk time.
- As is the case with the 8 hour battery backup, the 24 hour battery backup 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 battery backup.

Instructions for Proper Care and Use of Your Battery Backup

For both the 8 hour and 24 hour battery backup options, please follow the more detailed instructions included with your battery backup for proper use, storage and care of your battery backup to ensure that it will function as needed during a power outage. If you do not store your battery backup correctly, it may shorten its useful life. Environmental factors such as temperature can shorten your battery backup's useful life. We recommend that you store your battery backup above 41°F and below 104°F. These battery backups are rechargeable. They will not last forever and should be replaced every 2 to 4 years for the 8 hour option and every 5 to 8 years for the 24 hour option, or when your battery backup starts to make a loud beeping sound. That sound means that the battery backup is depleted, and must be replaced. As instructed above, please call FTC at 866-638-2144 to schedule a replacement. You should also periodically, as described in the instructions included with your battery backup, remove and test your battery backup to verify both the operation of the battery backup and its condition.