

### **Battery Backup Power for Fiber-Optic Customers**

Conventional telephone service has always provided electrical service from the phone provider such as Titonka-Burt Communications. However, today's advanced communication systems require a backup battery power system at the customer's home or business to continue services during electrical power outages. To avoid an interruption of voice service during an outage and maintain the ability to call 911 emergency services, Titonka-Burt Communications offers you the option of purchasing a larger battery backup unit.

### **What the Battery Backup does and what it does NOT do for you**

TBC's backup battery supports the electronic device called an 'Optic Network Terminal' or 'ONT' for short. The ONT provides your Telephone, Internet and Television services. In the event of electrical outage, our battery backup will **ONLY** preserve the telephone service for emergency calling purposes. Cordless telephones will not work unless they are connected to a power source during the electrical outage

Our battery backup unit does not provide power to any other services, only voice. Rest assured that once electricity is restored from your power provider, your internet and television services will resume as before.

### **Battery Backup Duration and System Operation**

Our installed battery backup should provide emergency calling services for at least 8 hours of standby readiness. It should provide around 6 hours of talk time should you use the phone during power outage.

If you feel that 8+ hours of standby time is inadequate, you are welcome to inquire about purchasing a battery backup unit capable of providing 24+ hours of standby availability.

### **Purchase and Replacement Options**

When the Fiber Optic service was installed at your house or business, part of the installation included one battery backup, which is sufficient to guarantee telephone service for several hours of outage. Titonka-Burt Communications will continue to support this battery backup as an extension of our network, should the battery fail or the backup system cease to provide power.

As an option, if you would like to have additional power availability without having to change batteries during an outage, Titonka-Burt Communications does sell a larger battery backup system that is capable of 24+ hours of available standby time with talk time over 12 hours. The cost of this system is \$140.00 installed and available by appointment.

**Please Contact Titonka-Burt Communications' business office at 515-928-2110 with any questions.**

Sincerely,



**Aaron McCartan  
General Manager**