



Fiber-To-The-Home (FTTH) Connection During a Power Outage Battery Backup Information

This notice contains important information about your battery backup from Alma Telephone Company (ATC) which is used to maintain your phone service during a **short-term power outage**.

Your Alma Telephone Company service is a FTTH service which is electrically powered. Without battery backup or an alternate backup source, such as a generator, customers with FTTH service **will not be able to receive or place any calls during a power outage**. Power outages will disrupt Enhanced 911 voice service if you do not have a battery backup. The battery backup and unit which was provided and installed by ATC at the time of your connection has a green status light indicator. It provides up to 8 hours of standby time and up to 6 hours of talk time. ATC monitors and replaces the battery if necessary.

The battery must be connected to electricity in order to stay charged. Disconnecting the battery will cause the battery to lose its charge, and you will be unable to place or receive calls during a power outage. The battery backup only provides backup service for basic corded phones. **It will not provide back-up to power a cordless phone, home security system, medical monitoring devices or your internet service.**

Additional Battery Options

While ATC provides and installs replacement batteries at the company's expense, the customer may purchase thru the Company an additional battery or multiple batteries for maintaining longer duration if desired. Please contact the company for questions regarding your battery backup options at 660-674-2297.