



## FIBER SERVICE BACKUP POWER CUSTOMER NOTICE

**Backup Power for Residential Voice Telephone Services during Power Outages:** For many years, your home telephone would allow you to stay connected to emergency voice services during a power outage. However, if your residential voice telephone service is provided using fiber optics rather than the traditional copper based line, the residential voice telephone service requires backup battery power to continue functioning during a power outage. To avoid a disruption of home voice service during a power outage - and to maintain the ability to connect to 911 emergency services – SC Broadband provides you with a battery for the backup power for your residential voice telephone service at the time of the initial installation at no additional cost.

**What Your Battery Can - and Can't - Do for You:** The backup batteries for fiber optics equipment provided by SC Broadband allow you to continue to use your home voice services during a power outage. Without a backup battery or alternate backup source such as a generator, customers with fiber based residential telephone service will not be able to make any calls, including emergency calls to 911. The only way to maintain the ability to use your telephone is by using some form of backup power.

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

**Replacement Option:** As previously noted, a backup battery has been provided by SC Broadband during the initial installation. However, the battery provided by our company may need to be replaced every two or three years or when the battery is no longer functioning.

- **SC Broadband provided replacement backup batteries** - SC Broadband will sell to you a replacement backup battery when it becomes known that the battery needs to be replaced. If you have any questions, please call 435-263-0000 or email [customerservice@scbroadband.com](mailto:customerservice@scbroadband.com).

**Expected Backup Power Duration:** Backup batteries are expected to last at least 8 hours on standby power. The backup battery should give you at least 6 hours of talk time. If you feel that is not enough time, you may extend your standby power by purchasing a 24-hour battery from our company or a third party.