

## **Battery Back-up Disclosure**

A new FCC Order requires all telephone service providers, using advanced wireline technology networks (fiber optics), to offer subscribers the option of purchasing a battery backup solution that provides at least twenty four hours of standby power during a commercial power outage that enables calls to 911. Marne Elk Horn as a service to its customers, currently provides a standard 8 hour battery backup when your service is installed for no additional charge. Available for purchase by contacting our office is a 24 hour battery backup should you prefer this.

## **Marne Elk Horn Telephone Services During Power Outages**

For many years, your Marne Elk Horn telephone service delivered on the copper cable network would allow you to stay connected to emergency voice services during a power outage. However, digital telephone services now delivered to you on the Marne Elk Horn fiber optic network require backup battery power to continue functioning during an electrical power outage. To avoid a disruption of voice services during an outage - and to maintain the ability to connect to 911 emergency services - Marne Elk Horn provides and installs a battery backup unit at your facility when we connect you to our fiber optic network.

## **Backup Power for Marne Elk Horn Phone Service during Power Outages**

A backup battery unit, such as what Marne Elk Horn has provided and installed, allows regular corded landline phones to work when a power outage occurs. You should ensure that you have one corded single-line touchtone phone connected directly to your in-home wiring (wall jack). If you connect a cordless phone, it will not function without a separate battery backup, and not all cordless phones are so equipped.

## **What Your Battery Backup Unit Can – and Can't – Do for You**

Marne Elk Horn's backup battery will allow you to continue to use your home voice services during a power outage. Our backup battery unit does not provide power to any services other than voice. Internet, digital cable, home security systems, medical monitoring devices and other equipment will not run on our backup battery.

## **Expected Backup Power Duration**

The battery backup is expected to last up to 8 hours in the event of a power outage depending upon battery age, usage, and environment. These batteries are rechargeable, but they will not last forever and should be replaced every 5-10 years. Marne Elk Horn will monitor your battery power performance and will replace the batteries according to our scheduled maintenance plan.

## **Purchase and Replacement Options**

Extended backup batteries (up to 24 hours) are available directly from Marne Elk Horn. For pricing on extended backup batteries, please contact our office.

If you have any questions about this notification, please call our Elk Horn office at 712-764-6161 or our Avoca & Walnut office at 712-784-2211.