

Spruce Knob Seneca Rocks Telephone Company FCC 911 Battery Backup Disclosure

Backup Power for Home Phone Services during Power Outages

For many years, your home phone would allow you to stay connected to emergency voice services during a power outage. However, many of today's advanced home phone services require backup battery power to continue functioning during an outage. To avoid a disruption of telephone services including 911 emergency services, home security services, medical monitoring devices and other similar services requiring a telephone connection during an outage. SKSRT provides a standard battery backup to provide you with up to eight hours of telephone service in the event of a power outage. (see below for more information)

Cordless telephones require power and will not function during a power outage even if you have a battery backup for your SKSRT telephone equipment. SKSRT recommends that in addition to having a battery backup that you also maintain one corded phone connected directly to your in-home wiring for use in the event of a power failure. Additionally, you should always have an alternative means of dialing 911, such as a mobile telephone. If you have a monitored home alarm or medical device that uses SKSRT Fiber telephone as the communications pathway, your monitored alarm will not function during a power outage without battery backup power. It is recommended that you subscribe to an alternative communications pathway such as cellular backup for your monitored alarm or medical device. SKSRT shall have no liability for the failure of your services, including 911 services to function during a power outage, including failure due to the absence or insufficiency of battery backup power.

What Your Battery Can – and Can't – Do for You

Backup batteries for telephone service allow you to continue to use your home voice services for a limited time during a power outage. Without a backup battery or alternate backup source such as a generator, customers will not be able to make any calls, including emergency calls to 911 SKSRT's phone service. The only way to maintain the ability to use your phone is by using some form of backup power. Also, backup batteries will not directly prevent related equipment damage that may occur during extreme weather conditions or storms including lightning.

Performance and Monitoring of Your Battery

The batteries provided by SKSRT are rated to last for at least eight hours in idle mode when the battery is new. The battery is intended to enable users to make short, emergency or other urgent telephone calls. During an extended power outage, use your telephone service sparingly to preserve your battery life. The actual length of time that your telephone service will be available during a power outage depends on many variables, including, but not limited to: the amount of phone usage when the service is utilizing power from the battery backup; whether the battery backup is properly installed and charged, such as whether it has had an opportunity to fully recharge after a prior outage; the condition and age of the battery backup; and the amount of prior usage of the battery. Batteries lose capacity with age. However, actual results will vary depending on usage patterns, load, frequency of power outages, and environmental conditions, including temperature extremes and fluctuations. Failure to adhere to proper storage and usage conditions will reduce the talk time available to you in an outage and the lifespan of your battery.

Instructions for Proper Care and Use of Your Battery

If you do not store your battery correctly, it may shorten its useful life. Environmental factors such as temperature can shorten your battery's useful life. We recommend that you store your battery above 32°F and below 104°F. These batteries are rechargeable, but they will not last forever. If your home is a **Vacation/Seasonal Home** and you turn the power off when vacant you must remove the battery and unplug the power supply upon leaving to prevent draining battery and damage. Check your battery backup regularly, and know when to replace the battery. Some batteries will provide either an audible alarm or display a warning light when they need to be replaced

NOTE: If you are contacted by SKSRT about your battery it is imperative you contact as soon as possible so we can arrange for a replacement battery.

Available Backup Power Options: For backup power lasting 24 hours, customers can purchase an optional battery from SKSRT. Please contact SKSRT for more information, pricing or to order a battery please call 888-676-2121 or 304-567-2121. There may be an additional fee for the installation of the battery.