

Service Electric Cable TV and Communications (SECTV) Backup Power Disclosure Notice

Backup Power for Phone Service 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 disruption of voice services during an outage and to maintain the ability to connect to 911 emergency services, we at SECTV offer a battery supply within its VoIP phone equipment, as well as, the option to purchase your own battery backup supply.

Please note, in the event of a total blackout, internet may not work. Without internet services, your phone service will become inoperable.

What Your Battery Can and Cannot do for you?

SECTV's backup batteries for telephone modems allow you to continue to use your voice services 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. The only way to maintain the ability to use your phone is by using some form of backup power.

Our backup battery does not provide power to any services other than voice. Security Systems, medical monitoring devices, cordless phones and other equipment will not run on a home phone backup battery.

In order to use your phone while on battery, you must be using a corded phone, or a cordless phone that is connected to its own battery backup. SECTV suggests using a corded phone during a power outage. It is always good practice to keep emergency numbers stored in a charged cell phone, when available.

Purchase and Replacement Options

It is the customer's responsibility to notify SECTV when batteries need to be replaced.

If you are concerned about being able to contact 911 emergency services during a power outage, a backup battery is a good option for you. The battery supplied at install by SECTV is an 8.4vdc 2400mah Lithium-Ion battery.

You can purchase a backup battery through many of your local retailers or on-line. You can also purchase a back-up battery through SECTV. The cost of the battery is \$50.00 per battery. Rate is subject to change. Be sure to purchase the battery model that matches the type of telephone modem that you have.

Expected Backup Power Duration

Backup batteries are expected to last at least 8 hours on standby power. The backup battery should give you four hours talk time. If you feel that is not enough time, you may extend your standby power by purchasing multiple batteries.

Instructions for Proper Care and Use of Your Battery

Please follow the more detailed instructions included with your battery for proper use, storage, and care of your battery to ensure that it will function as needed during a power outage. 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 41 degrees F and below 104 degrees F. Batteries have a shelf life of approximately 16 months at 77 degrees F without recharging. Storage above 77 degrees F is not recommended because it will reduce battery life. Please check your battery at least twice a year. Under normal operating conditions and proper maintenance, most batteries will not need to be replaced for 6-10 years.

If your device starts to make a loud beeping sound, the battery is depleted, and must be replaced. See the instructions above for purchase and replacement options. You should also periodically remove and test your battery to verify both the operation of the backup battery and its condition. Please follow the instructions included with your battery.

You may find more telephone information and troubleshooting tips on our website under the Support Section.