

## FCC Telephone Battery Backup Disclosure

Modern telephone services will not operate without power. This was not true with historical "copper land line" telephones. Today, all electronic components associated with your telephone line now require battery backup or they will stop operation during a power outage. This has become less important with the pervasiveness of cellular phones, which usually continue working during a traditional power outage, and can therefore be used in an emergency.

*It is still very important to understand:*

**IF ANY EQUIPMENT LOSES POWER, OUR TELEPHONE SERVICES WILL NOT WORK, INCLUDING 911 AND ANY HOME, SECURITY OR MEDICAL MONITORING THAT RELIES ON OUR TELEPHONE SERVICE.**

**With the equipment we install iGo Technology, Inc. is providing a battery back-up** which will allow you to continue to use your voice service for up to twenty-four (8) hours, depending on usage. iGo Technology does not guarantee the performance of any backup battery. A backup battery is designed to provide temporary power for your voice service in the event electrical power is lost and is required by the FCC to maintain temporary phone service for emergency call purposes only. The length of time that your phone will be available during a power outage depends on many variables, including, but not limited to, the following: (i) whether a backup battery remains properly installed; (ii) whether a backup battery is properly charged; (iii) the condition and age of a backup battery; and (iv) the amount of phone usage when the phone is utilizing power from a backup battery. It is your responsibility to monitor and maintain the battery backup.

A technician can come and assess and install battery backup units for a trip charge (call for rate) within our direct service areas. Depending on the situation multiple or many units may be required.

Wireless home telephones have batteries in the handsets, but not in the base unit, so wireless handsets do not work in a power outage without an additional battery backup. If you have our battery backup service, we will supply a new battery every 4 years and we will service issues that are brought to our attention while you maintain that battery service.

### **TESTING**

If you have telephone battery backup on your home telephone line, the most rigorous test you can perform is to turn off your home's main breaker and test making calls to your cell phone. If all your equipment is localized to a single room you can turn off the breakers to that room. Testing by unplugging your battery backup units from the wall, or by turning off a single breaker, will test that the batteries are functioning, but will not uncover if someone has added a critical network component that is not properly on battery backup outside of that area.

**BUSINESS PHONE**

For business phones to operate during a power outage all components in the entire network must continue operating. This usually means the implementation of a backup power generator for the office. Contact your sales rep or IT firm to discuss your needs.

To discuss a need or schedule an assessment call the iGo Technology, Inc. help desk @ (276) 935-8307.