

ALHAMBRA-GRANTFORK TELEPHONE COMPANY  
FCC BACKUP POWER CUSTOMER NOTICE

**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 home voice service during an outage – and to maintain the ability to connect to 911 emergency services – we at Alhambra-Grantfork Telephone Company have provided a battery backup for your home phone service.

Additional details regarding the Battery Backup can be found on page 29 of the Alhambra-Grantfork Telephone Company phonebook.

**What Your Battery Can – and Can't – Do for You:** Alhambra-Grantfork Telephone Company backup batteries provide power to your Fiber Optic Network Terminal (ONT) so you may use your home voice services during a power outage. Without a backup battery or alternate backup source such as a generator, customers would not be able to make any calls, including emergency calls to 911. The only way to maintain the ability to use your home voice service is by using some form of backup power. Our backup battery does not provide power to any services other than voice services at the ONT. The battery backup will not power phones that require an electrical source, such as cordless phones. In addition, home security systems, medical monitoring devices, and other equipment will not run on the home phone backup battery. We recommend that at least one corded telephone is maintained to use during power outages.

**Battery Replacement:** Periodically, your battery will need to be replaced to maintain the ability to provide the required power for your home voice service. Please contact our office at any time if you have concerns regarding your battery backup.

**Expected Backup Power Duration:** Backup batteries are expected to last at least 8 hours on standby power. The backup battery should give you approximately 6 hours of talk time. During an extended power outage, a subscriber may want to use their telephone service sparingly to preserve battery life. If you feel 8 hours of standby power is not adequate, you may extend your standby power by purchasing a 24-hour battery or additional 8-hour batteries.

You can purchase an extended life backup battery directly through Alhambra-Grantfork Telephone Company. Please contact our office at 488-2165 or visit our website at <http://www.agtelco.com> for additional information and pricing.

**Instructions for Proper Care and Use of Your Battery:** **SUBSCRIBERS ARE SOLELY RESPONSIBLE FOR TESTING, MONITORING, AND REPLACING BATTERIES ON A REGULAR BASIS.** Optimal conditions should be maintained to ensure that your battery backup will function as needed during a power outage. Environmental factors such as temperature can shorten your battery's useful life. We recommend that the battery is maintained in an indoor, dry location with temperatures above 41 F and below 104 F.

**Batteries will not last forever and should be replaced every 3 to 5 years**, when an indicator light changes color, or possibly when your device starts to make a loud beeping sound. That sound means that the battery is depleted, and must be replaced. You should also periodically, as described in the instructions included with your battery, remove and test your battery to verify both the operation of the backup battery and its condition.

Please contact Alhambra-Grantfork Telephone Company at 488-2165 or via e-mail at [support@agtelco.com](mailto:support@agtelco.com) if you require assistance or have any concerns or questions regarding your battery backup unit.