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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 Partner Communications Cooperative will offer you the option of backup power for your home phones.

What Your Battery Can and Can't Do For You:

Partner's backup batteries for telephone service allow you to continue to use your home voice services during a power outage. Without a backup battery or alternative 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. Home security systems, medical monitoring devices and other equipment will not run on a home phone backup battery.

Battery Backup options:

If you are concerned about being able to contact 911 emergency services during a power outage, a backup battery may be a good option for you. You can lease a backup battery through Partner. If you would like to opt-in to the 8 hour battery backup for telephone service the price is \$1.95/month. If 8 hours is not enough time to make you feel secure you can request a 24 hour battery backup option for \$4.95/month.

Expected Backup Power Duration:

Backup batteries are expected to last at least 8 hours as standby power. The backup battery should give you 6 hours of talk time. If you feel that is not enough time you may extend your standby power by leasing a 24 hour battery.

Instructions for Proper Care and Use of Your Battery:

With the lease option we will service the power supply and battery, replacement will take place if necessary. If you see abnormal lights on your power supply or if phone service is down please call our office for repair or replacement of your power supply or battery as needed.

Effective July 1st 2019 all Fiber customers will be charged \$1.95/month for an 8 hour battery backup. If you do not wish to be able to use your landline telephone for emergency services please call our office to remove this charge. Please note that removing this charge will result in your home telephone not working during any power outage that may occur. If you would like to upgrade to the 24 hour option please call our office.

Thank you,

Partner Communications Cooperative

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