



ADVANCED COMMUNICATIONS TECHNOLOGY

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## **BACKUP POWER CUSTOMER NOTICE**

### **Backup Power for Residential Voice Telephone Services during Power Outages:**

For many years, your home telephone would allow you to stay connected to emergency voice services during a power outage. However, if your residential voice telephone service is provided using fiber optics or fixed wireless rather than the traditional copper-based line, the residential voice telephone service requires 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 - ACT provides you with a battery for the backup power for your residential voice telephone service at the time of the initial installation at no additional cost.

### **What Your Battery Can - and Can't - Do for You:**

The backup batteries for telephone equipment provided by ACT allow you to continue to use your home voice services during a power outage. Without a backup battery or alternate backup source such as a generator, customers with fiber optics or fixed wireless based residential telephone service will not be able to make any calls, including emergency calls to 911. The only way to maintain the ability to use your telephone 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 residential voice telephone backup battery.

### **Replacement Options:**

As previously noted, a backup battery has been provided by ACT during the initial installation. However, the battery provided by our company may need to be replaced every three years or when the battery is no longer functioning.

ACT provided replacement backup batteries - ACT will provide and install at no cost to you, a replacement backup battery, upon appointment, when it becomes known that the battery needs to be replaced. If you have any questions, please call 1-888-304-8889, or email us through the Contact page on our website at [www.actaccess.net](http://www.actaccess.net).

### **Additional spare backup batteries:**

If you are interested in more information about purchasing additional backup power for your fiber optics or fixed wireless based telephone service, please contact us to discuss available options. Please call 1-888-304-8889 or email us through the Contact page on our website at [www.actaccess.net](http://www.actaccess.net).

### **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. If you feel that is not enough time, you may extend your standby power by purchasing additional spare batteries from ACT.

### **Instructions for Proper Care and Use of Your Battery:**

Environmental factors such as temperature can shorten your battery's useful life. These batteries are rechargeable when connected in our housing unit to electrical power. However, they will not last forever and may need to be replaced every three years, or when the indicator light for the battery shows that it is low or out of charge. ACT has the ability to remotely determine whether our provided backup battery has failed. If ACT determines that our provided backup battery is no longer functioning, we will schedule a date and time to replace the battery.

You may also monitor and test your backup battery yourself. If you choose to disconnect your battery from its housing unit and test it yourself, please use caution and be sure to reattach all connections correctly and securely. We strongly recommend contacting us before self-testing your backup battery in any way. We can assist you with accessing the manufacturer instructions for the specific model of power supply and battery used at your location. Video instructions may be available to help you safely complete this testing process.

