



Backup Power for Home Phone Services during Power Outages – This notice applies to WesTel Systems Fiber Optic Customers ONLY.

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 WesTel Systems have already provided you 8-hour backup power for your **landline phones** at **no additional cost to you** when we installed your fiber optic cable in your home. We also have available a 24-hour backup power solution for you that you may purchase.

What Your Battery Can – and Can't – Do for You

WesTel Systems backup batteries for Optical Network Terminals (ONT) allow you to continue to use your landline 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 landline phone (if you are a WesTel Systems fiber customer) is by using some form of backup power. **Our backup battery (which has already been installed in the ONT at your premise if you are a fiber optic customer of WesTel Systems) does not provide power to any services other than landline voice.**

Home security systems, medical monitoring devices and other equipment will not run on a home phone backup battery.

Purchase and Replacement Options

The 8-hour backup battery offered by WesTel Systems has already been installed at no additional cost to you, when WesTel Systems installed your fiber optic service at your premise. We have 24-hour backup power solution for you that you may purchase.

Expected Backup Power Duration

The 8-hour backup batteries are expected to last at least 8 hours on standby power. The 8-hour backup battery should give you 6 hours of talk time. The 24-hour backup batteries are expected to last at least 24 hours on standby power. The 24-hour battery should give you 18 hours of talk time.

Instructions for Proper Care of Your Battery

The backup batteries are rechargeable. In the event of a battery failure WesTel Systems will replace the battery in your backup power supply.

If you have any additional questions, please call WesTel Systems at (712) 786-1181.