

BACKUP POWER INFORMATION

If your home phone service is provided with our state-of-the-art fiber optic network, it requires electric power to operate. To avoid a disruption of home voice service during a power outage, and to maintain the ability to connect to 911 emergency services, Mid-Plains Rural Telephone Cooperative, Inc (MPRTC) offer you battery backup power.

Where to Obtain Your Battery Backup

MPRTC would like to ensure that our customers are provided reliable backup batteries that allow you to continue to use your home voice services during a power outage. We offer an optional Backup Battery Pack for an initial one-time charge of \$75.00, with battery replacements of \$15.00. Batteries are available directly from MPRTC. If you have any questions or simply need a battery replaced, please call 806-668-4420 or visit our business office. The battery backup is NOT for the additional services of internet.

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

The battery offered by MPRTC is approximately five pounds and is roughly 5 ½ in. X 3 ½ in. X 2 ¼ in. Our backup batteries are expected to last at least 8 hours on standby power. That means the backup battery should give you approximately 6 hours of talk time, allowing you to make important calls, like 911 calls, during emergency events. Our backup battery does not provide power to any services other than voice service. Home security systems, medical monitoring devices, cordless telephones, routers and other equipment will not run on a home phone backup battery. Furthermore, if you do not maintain a functioning backup battery in your phone equipment, you may not have the ability to make any outbound calls, such as to 911, or to receive any inbound calls during a power failure.

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 within their own housing and must always remain plugged in to a reliable power source. The batteries will not last forever and typically need to be replaced every 2 to 3 years. When battery replacement is required, a red, visible alarm on the charging unit will display to indicate that the battery is depleted and must be replaced. Also, an audio alarm will beep once every 15 minutes when the red light is visible. The audio alarm will indicate it is time to replace the battery.