



Attention: VoIP-- Digital Telephone Service Customer

This letter will officially notify Lake Region Technology & Communications, LLC (LRTC) Consumers of Battery Backup Requirements in case of an Electrical Outage for Consumers with a Digital Phone system through LRTC.

Backup Power for Home Phone Services during Power Outages

For many years, your telephone would allow you to stay connected to emergency digital phone services during a power outage. However, many of today's advanced digital phone services require backup battery power to continue functioning during an outage. To avoid a phone service disruption during an outage and to maintain the ability to connect to 911 emergency services, LRTC recommends our customers purchase a 24-hour backup battery to avoid a phone service disruption in an outage.

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

Backup batteries for optical network terminals allow you to continue to use your digital phone services during a power outage. Without a backup battery or alternate backup source such as a generator, customers cannot make any calls, including emergency calls to 911. The only way to maintain the ability to use your phone services is by using backup power.

Purchase and Replacement Options

If you are concerned about being able to contact 911 emergency services during a power outage, a backup battery system may be a good option for you. LRTC strongly recommends our customers consider purchasing a battery backup for their digital phone services. One can be ordered here: [waiting on URL](#)

Note: Plug ONLY your ONU into the receptacles marked "Battery + Surge." You may plug other appliances into the outlets marked "Surge."

The 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 backup battery for phone service.

If you do not feel comfortable installing your own battery, please call us to make an appointment, and we will be happy to assist you. However, please note that there may be a charge for this service.

Expected Backup Power Duration

Backup batteries are expected to last at least 24 hours on standby power. If you require additional hours, consider extending your standby power by purchasing an extra battery.

Instructions for Proper Care and Use of Your Battery

Please follow the more detailed instructions included with your battery for proper use, storage, and care of your battery to ensure that it will function as needed during a power outage. If you do not store your battery correctly, it may shorten its useful life. Environmental factors such as temperature can shorten your battery's useful life. We recommend storing your battery above [41°F and below 104°F].

These batteries are rechargeable. They will not last forever and should be replaced every [1 to 2 years] or when your device makes a loud beeping sound. That sound means that the battery is depleted and must be replaced. See below the links for purchase and replacement options. As described in the instructions included with your battery, you should also periodically remove and test your battery to verify both the operation of the backup battery and its condition.

If you need additional information or have questions, please get in touch with the LRTC Telecom Support Team to assist you.

Respectfully,

LRTC Telecom Support Team