



NOTICE TO MOUNTAIN TELEPHONE CUSTOMERS

The fiber telephone service in your home requires commercial power to operate. Therefore, at no additional cost to you, an 8-hour battery back-up power supply was installed with your service to allow for emergency operation during power outages. This means that emergency phone service is anticipated to function for at least 8-hours in an extended power outage. The ability of the battery to power your phone service can be affected by many factors including the age of your battery, improper home wire grounding, unprotected power surges, manufacturer defect, improper storage conditions, or failure to keep the power pack plugged in. Our batteries do not power self-owned phone handsets that separately require power. You must have a phone capable of being plugged into our jack to run off the back-up battery should your home power fail.

If a longer back-up battery operation is desired, we now have 24-hour battery packs available for an additional fee. Should longer operation be required, we suggest you look at vendors for commercially available backup power options such as a generator, UPS, etc. For additional information, please call us at 606-743-3121.