

BATTERY BACKUP

Power your phones when the electricity goes out

Your home phone service is provided with our state-of-the-art fiber optic network and 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 — Mosaic Telecom offers you battery backup power option(s).

What Your Backup Battery Can – and Can't – Do for You: Our backup batteries allow you to continue to use your home phone 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 phone is by using some form of backup power.

Our backup battery provides backup power to telephone service only, it will not power other Mosaic services (like Internet or TV). Please note that it will only work with a corded, landline phone – in order to have voice service you will need a standard, corded phone hooked up to a phone jack. Additional services such as home security systems, medical monitoring devices and other equipment will not run on your telephone battery.

Where to Obtain Your Battery Backup: To ensure your home phone service always works you can subscribe to Mosaic's Battery Backup Monitoring. For \$4.95 per month we will provide you with an 8-hour backup battery, power supply and battery monitoring service, which includes free replacement batteries. This service can be obtained by either:

1. Visiting our Cameron office at 401 South 1st Street and requesting your backup battery and power supply for self installation,
2. If you do not feel comfortable installing your own battery and power supply, we would be happy to assist you. Please note that service fee may apply.

A 24-hour battery backup option is available for purchase for \$300 (monitoring is not included).

Expected Backup Power Duration: 8-hour backup batteries are expected to last at least 8 hours on standby power. The backup battery should offer approximately 6 hours of talk time. If you feel this is not enough, you may extend your standby power by purchasing spare 8 hour batteries or a 24 hour battery from Mosaic.

Instructions for Proper Care and Use of Your Battery: Please review the 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 that you store your battery above 41°F and below 104°F. These batteries are not rechargeable. They will not last forever and should be replaced every three years, or when your device starts to make a loud beeping sound. That sound means that the battery is depleted and must be replaced.

If you have questions, or, would simply like to purchase Mosaic's Battery Backup Monitoring, or spare batteries, please contact us at [715.458.5400 \(toll free at 1.800.924.3405\)](tel:715.458.5400) or visit our Cameron office located at [401 South 1st Street](#).