
Chibardun Telephone and CTC Telcom (dba Mosaic Technologies) & HomeTech by Mosaic Backup Power Information Power Your Phone When Electricity Goes Out

This is a notice to all Chibardun Telephone and CTC Telcom (dba Mosaic Technologies) and HomeTech by Mosaic (“Company”) customers that are served on [Fiber to the Home or Coax] plant that does not directly power your voice service. This [Fiber to the home or Coax] Technology has power limitations. This notice describes the limitations of your service.

Your home phone service is provided with our state-of-the-art fiber optic network and requires electric power to operate. To avoid disruption of home voice service during a power outage and to maintain the ability to connect to 911 emergency services — Mosaic offers battery backup power option(s).

What are the power limitations?

If your home phone service is provided with our state-of-the-art fiber optic network/Coax, it requires electric power to operate. When your commercial power is interrupted, your voice service will switch to a battery backup. We at “Company” provide battery backup as part of your service but the power does not last indefinitely and must be maintained.

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

The battery backup provided by “Company” must be kept connected to a power source so that it maintains a charge. This will allow you to continue to use your home voice services during a power outage.

The battery provided by “Company” is expected to last at least 8 hours on standby power. That means the backup battery should give you approximately 6 hours of talk time. A 24-hour backup battery is also available for \$300 monitoring is not included. Cordless phones, home security systems, the internet, medical monitoring devices, routers, and other equipment are not powered by the “Company” battery backup during a power outage. If you want these devices to operate during an outage, you should purchase a separate battery backup designed to support that equipment.

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 it will maintain function during a power outage. Because environmental factors, such as temperature, can also shorten the battery’s life, “Company” technicians will make every effort to install the battery backup in a location at your premise that stays above 41°F and below 104°F. These batteries are not rechargeable. The battery backup provided to you by “Company” will last approximately 3 years. “Company” will maintain and replace it should it stop working. If your

services stop working, or if your battery backup starts to make a beeping sound or the green light is out, please verify that it is plugged into an electrical outlet. If your services are not restored, or if the beeping continues, please call our business office at 715.458.5400. You should also periodically, as described in the instructions included with your battery, remove, and test your battery to verify both the operation of the backup battery and its condition.

