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

This notice is intended for all customers of Chibardun Telephone, CTC Telcom (dba Mosaic Technologies), and HomeTech by Mosaic—collectively referred to as “Mosaic.” It specifically applies to those utilizing fiber-to-the-home (FTTH) technology for voice services that are not directly powered. Please be advised that FTTH technology has certain power limitations, which may affect the functionality of your voice service. To avoid service disruptions during a power outage and to maintain reliable access to 911 emergency services, Mosaic offers battery backup power options for your convenience and peace of mind. For just \$4.95 per month, you can subscribe to Mosaic’s Battery Backup Monitoring service. This package includes an 8-hour backup battery, a power supply, and ongoing battery monitoring to ensure uninterrupted phone service.

What are the power limitations?

If your home phone service is provided through our state-of-the-art fiber optic or coaxial network, it requires electric power to function. In the event of a commercial power outage, your voice service will automatically switch to battery backup to maintain connectivity. While Mosaic provides this battery backup as part of your service, please note that the backup power does not last indefinitely and requires regular maintenance to ensure continued reliability.

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

The battery backup provided by Mosaic must remain connected to a power source to maintain its charge. This ensures that your home voice services can continue to operate during a power outage. Mosaic’s battery backup is designed to last at least 8 hours on standby, providing approximately 6 hours of talk time. For extended backup needs, a 24-hour battery is available for \$300; however, monitoring is not included with this option. Please note that Mosaic’s battery backup does not power devices such as cordless phones, home security systems, internet services, medical monitoring devices, routers, or other equipment during a power outage. If you need these devices to function during an outage, you should purchase a separate battery backup specifically designed to support them.

Instructions for Proper Care and Use of Your Battery

Please refer to the detailed instructions included with your battery for proper use, storage, and care to ensure it functions effectively during a power outage. Environmental factors, such as temperature, can impact the battery's lifespan. For this reason, our technicians will strive to install your battery backup in a location on your premises that stays between 41°F and 104°F. Please note that these batteries are not rechargeable. The battery backup provided by Mosaic has an expected lifespan of approximately 3 years. Mosaic will maintain and replace it if it stops working. If your services stop functioning or if your battery backup emits a beeping sound, first verify that it is securely plugged into an electrical outlet. If the issue persists or your services are not restored, please contact our business office at 715.458.5400 for assistance. We also recommend periodically removing and testing your battery as outlined in the provided instructions. This will help verify both the backup battery’s operation and its condition to ensure consistent reliability.