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

This notice is provided to all Chibardun Telephone and CTC Telcom (dba Mosaic Technologies) and HomeTech by Mosaic customers (hereafter referred to as Mosaic) who are served by Fiber-to-the-Home (FTTH) technology that does not directly power your voice service. Fiber-to-the-Home technology delivers phone service over our state-of-the-art fiber optic network. Unlike traditional copper phone lines, FTTH equipment requires electrical power at your location to operate. As a result, your voice service, including the ability to make 911 emergency calls, may not function during a power outage unless you have a backup power source. To help prevent service disruption, Mosaic offers Battery Backup Monitoring to keep your voice service operational during an outage. For a monthly charge of \$4.95, we will provide you with an 8-hour backup battery, power supply, and battery monitoring service.

What are the power limitations?

If your home phone service is provided with our state-of-the-art fiber optic or coax network, it requires electric power at your location to operate. When your commercial power is interrupted, your voice service will switch to a battery backup. Mosaic provides battery backup as part of your service; however, the backup power does not last indefinitely and must be properly maintained to ensure continued operation.

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.