



Your Community Connection

Battery Backup for Telephone Modems

Dear valued phone customer,

We want to share important telephone service related information explaining the battery backup in your telephone modem supplied with your phone service from Independence Light & Power, Telecommunications.

FCC rules require phone providers such as Independence Light and Power Telecommunications to offer new and existing voice customers an option of purchasing a backup solution that can provide at least eight hours of standby power to enable incoming and outgoing calls during a power outage.

How to obtain a battery backup.

Independence Light & Power Telecommunications provides each customer an eight (8)-hour battery backup installed with the telephone equipment at the time of installation. If you would like to purchase a battery you may contact our office at 319-332-0100.

Service Limitations with and without Backup Power.

During a power outage at a customer's home, the battery inside the telephone modem will provide the power needed to allow a customer's phone to continue to work for up to eight (8) hours depending on call volume and length of calls. Once power is restored to the customer's home, the battery will then automatically recharge itself. If the battery dies before power is restored, the telephone modem will be unable to make or receive calls until the power is restored.

Proper Care and Use of Battery backups.

You should periodically test your battery to verify both operation of the backup battery and condition. The battery backup can be tested by unplugging the modem from the power outlet. If the battery is working correctly, the Modem will remain powered and regular corded landline phones will still work. Make sure to plug the unit back in at the end of testing. Please note that cordless phones require a power source separate from the backup battery for the telephone modem. Additional information is available at: <http://arris.force.com/consumers/ConsumerProductDetail?p=a0ha000000TnEtMAAV&c=Touchstone%20Modems%20and%20Gateways#panel3>

Warranty.

Each battery is guaranteed by the manufacturer for one year.

Important Liability Information.

The telephone modem and other equipment installed by Independence Light & Power, Telecommunications require power to operate properly. You have the obligation, among other things, to ensure that the telephone equipment being used is connected to electrical power at all times, that you have sufficient backup power supplies for electrical power outages, and that you regularly monitor the equipment's batteries' health. Independence Light & Power, Telecommunications is not liable to you if you experience an interruption of service due to power outages, including failure due to the absence or insufficiency of battery backup power or an outage affecting the utility's network.

For additional questions or concerns please contact us at 319-332-0100.

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