

## **WHAT HAPPENS DURING A POWER OUTAGE WITH FIBER OPTICS?**

### **Staying Connected During a Power Outage**

In the past, traditional landline phones continued to work during power outages. However, modern fiber optic phone services require backup power to function when electricity is lost.

Without a backup battery or an alternative power source (like a generator or whole home battery backup solution), you will not be able to make any calls during a power outage - including emergency calls to 911.

### **What Your Battery Can and Can't Do**

WCVT provides a battery backup that powers your fiber optic voice service during a power outage. Here is what you can expect:

- Up to 8 hours of standby time
- Approximately 4–5 hours of talk time
- Additional batteries can be stacked to provide up to 24 hours of standby backup power (each battery adds an additional 8 hours)
- Batteries are rechargeable and typically last for 5 years

#### Important:

The battery backup only supports voice service. It does not power:

- Home security systems
- Medical monitoring devices
- Internet or TV services

## **WCVT Battery Service and Wire Maintenance Plan**

### **Included with Fiber Voice Installation**

One free battery is provided with the initial installation of fiber optic voice service.

If you do not subscribe to voice service, a battery will only be installed if you choose to purchase one.

#### **WCVT Battery Service Plan**

- \$5.95 per month
- 2-year contract required
- Covers batteries and chargers
- Free replacement of battery and/or charger due to performance failure
- \$50.00 early termination fee applies

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**Additional Battery Purchase or Replacement**

- \$100.00 per additional battery
- Full replacement of battery and/or charger at any time due to performance failure

*Note: WCVT does not replace ONT batteries due to normal depletion during outages. Batteries will recharge automatically once power is restored or when using a generator.*

**Have Questions About Fiber Optics? We're Here to Help!**

Our friendly Customer Service Representatives are available to assist you Monday through Friday, from 8:00 AM to 5:00 PM.

 **Call us: 800-496-3391**

 **Email us: [csdept@corp.wcvt.com](mailto:csdept@corp.wcvt.com)**

**Feel free to reach out—we are happy to answer any questions you may have!**