



Telephone Backup Power Annual Notification

If your home is fed by fiber optic cable, your home telephone service will not work during power outages without the use of a backup power supply. Here are some frequently asked questions to help you make an informed decision regarding your options.

Why might I need backup power?

Traditional landline telephone service through copper wires typically continues to work during power outages, allowing you to call 911 in an emergency. However, newer alternatives - including fiber, coaxial cable and wireless - usually need backup power, such as a battery, to keep operating.

What does a backup battery do?

A backup battery will keep your phone service working for *up to* eight hours during a power outage, with the option to increase that time through additional batteries. The duration of backup power depends on the age and condition of your battery, as well as the use of the service during an outage.

Where can I get a backup battery?

You could buy or lease a battery from GTel, or purchase another source of backup power – such as an uninterruptible power supply or generator – to support your home voice service.

Do I have to get a backup battery?

No, but you should consider how you would call 911 and other emergency services during a power outage. One option is your mobile phone, which also requires a charged battery to function. *GTel provides 8-hour battery supplies to Senior Citizen customers at no charge.*

If I buy a backup battery, what am I responsible for?

You should test, monitor and maintain it as instructed by a GTel Representative or the equipment manufacturer.

What are my home voice service provider's obligations?

When you first agree to buy service that uses a technology that does not have its own power, or before GTel discontinues voice service that came with its own electricity, a GTel representative must:

- Inform you that phone service will not be available when the electricity goes out, unless you have backup power.
- Offer you the option to buy a backup battery that would last for up to 24 hours when the power is out.
- Provide information to help you make an informed choice about whether to purchase backup power.
- Tell you how to properly use a backup battery – including how to test, monitor and maintain it – and tell you what would happen to your backup power under varying conditions.

What prior notice will I receive if my provider decides to change the network it uses to provide my service?

Service providers must directly notify residential customers of plans to retire the part of the copper networks that extend to the consumers' premises at least three months in advance. Non-residential retail customers must be notified least six months in advance.

If you have any questions about your current telephone service or any of GTel's service offerings, please contact a GTel Representative by phone at 518-537-GTEL (4835) or email at questions@gtel.net.