



Battery Backup

Backup Power for Home Phone Services during Power Outages

For many years, your home phone would allow you to stay connected to emergency voice services during a power outage. However, many of today's advanced home phone services require backup battery power to continue functioning during an outage. To avoid a disruption of home voice service during an outage – and to maintain the ability to connect to 911 emergency services -- we at Tishomingo Connect, LLC offer you the option of purchasing backup power for your home phones.

What Your Battery Can – and Can't – Do for You

Tishomingo Connect, LLC backup batteries for optical network terminals allow you to continue to use your home voice services during a power outage. Without a backup battery or alternate backup source such as a generator, customers will not be able to make any calls, including emergency calls to 911. The only way to maintain the ability to use your phone is by using some form of backup power.

Our backup battery does not provide power to any services other than voice. Home security systems, medical monitoring devices and other equipment will not run on a home phone backup battery.

Purchase and Replacement Options

If you are concerned about being able to contact 911 emergency services during a power outage, a backup battery may be a good option for you.

You can purchase a backup battery directly through Tishomingo Connect, LLC. If you have any questions or simply want to purchase a backup battery through us, please call 662-423-3646. Our 8 hour backup batteries cost \$5 per month and our 24 hour backup batteries cost \$7 per month. A technician will install the battery at the time of initial installation. If you choose to purchase a battery from us at a later date, there can be a charge for the service trip to install the battery.

Expected Backup Power Duration

Backup batteries are expected to last at least 8 hours on standby power. The backup battery also should give you 8 hours of usage time. If you feel that is not enough time, you may extend your standby power by purchasing a 24 hour battery.

Instructions for Proper Care and Use of Your Battery

Please follow the more detailed instructions included on the following pages for proper use, storage and care of your battery to ensure that it will function as needed during a power outage. If you do not store your battery correctly, it may shorten its useful life. Environmental factors such as temperature can shorten your battery's useful life.

These batteries are not rechargeable. They will not last forever and should be replaced every 8 to 10 years, or when your device starts to make a loud beeping sound. That sound means that the battery is depleted, and must be replaced. We will install a replacement unit for no additional charge when the life of the original unit is ended, or if the equipment malfunctions at no fault of the subscriber. You should also periodically, as described in the instructions included in the following pages, remove and test your battery to verify both the operation of the backup battery and its condition.

Tishomingo Connect reserves the right to modify this Policy at any time. We will notify Customer's of any material changes via written, electronic, or other means permitted by law, including by posting it on our website. If Customer's find the changes unacceptable, they have the right to cancel the Services. Continuing to use the Services after receiving notice of such changes will be considered as acceptance of any modifications, changes or updates. Effective June 29, 2021.