

Mabel Cooperative Telephone Company Backup Battery Information

Because many advanced home phone services require power to function, the Federal Communications Commission (FCC) adopted backup power rules for service providers that use fiber optics to provide voice services to their customers.

Mabel Cooperative Telephone Company (MCTC) provides a battery backup solution, free of charge, at the time of installation to avoid a disruption of home voice service during a power outage and to maintain the ability to connect to 911 emergency services.

MCTC offers you the option of purchasing additional backup power for your home landline phones.

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

MCTC's backup batteries allow you to continue to use your home wired 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 from their landline home phone, including emergency calls to 911, during a power outage. 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, Internet, wireless routers, and other equipment will not run on a home phone backup battery. MCTC offers an 8 hour and a 24 hour backup battery. If the backup battery is low or dead, a notification is automatically sent to MCTC, and a technician will contact you to schedule a time for replacement.

Purchase and Replacement Options

If you are concerned about being able to contact 911 emergency services during a power outage, an additional backup battery may be a good option for you. The 8 hour battery offered by MCTC is approximately 5½ lbs. and is roughly the size of a motorcycle battery. The 8 hour backup battery costs approximately \$55 and can be picked up at our business office in Mabel. The 24 hour battery weighs about 7½ lbs. and is approximately 12x14 inches and can be purchased for \$105. Warranty information is included with the battery purchase. You can purchase a battery directly through MCTC. If you have any questions or simply want to purchase a backup battery through us, please call 507-493-5411. If you do not feel comfortable installing your own battery, please call us to make an appointment and we would be happy to assist you. However, please note that there may be a charge for this service.

Instructions for Proper Care and Use of Your Battery

Please follow the more detailed instructions included with your battery 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. We recommend that you store your battery above 41°F and below 104°F. These batteries are not rechargeable. They will not last forever and should be replaced every 1-2 years. See the instructions above for purchase and replacement options. You should also periodically, as described in the instructions included with your battery, remove and test your battery to verify both the operation of the backup battery and its condition. Batteries are not charged when purchased. The UPS battery charges when it is connected to utility power. The battery charges fully during the first 24 hours of normal operation. Do not expect full battery run capability during this initial charge period. It is the customer's responsibility to self-check the back-up battery.