



Annual FCC Telephone Battery Backup Disclosure

All modern Internet based telephone services (VoIP) will not operate without power. This includes our fiber optic system as well as all the cable companies' VoIP phone systems. Today, all electronic components associated with your telephone line now require battery backup, or they will stop operation during a power outage. This includes both our fiber ONT (modem) and your cordless phones base stations.

It is very important to understand

IF ANY EQUIPMENT LOSES POWER, OUR TELEPHONE SERVICES WILL NOT WORK, INCLUDING 911 AND ANY HOME, SECURITY OR MEDICAL MONITORING THAT RELY ON OUR TELEPHONE SERVICE

Myakka Communications includes a dedicated battery backup for our ONT with every install. The standard unit will supply up to 8 hours of battery backup time depending on the age of the battery. This time can be increased via a feature called power shedding. Power shedding allows us to divert all the battery power to the phone lines but will disable your internet to give you maximum battery life for voice only. If you want more information about this feature or want it enabled, please give us a call.

Myakka Communications also makes available a larger battery backup unit that will supply power for up to 24 hours. This unit is available for a \$150 installation charge plus \$9.95/month. If you want more information about this unit, please give us a call.

It is the customers responsibility to insure their equipment, such as a cordless phone base, has appropriate battery backup.

Myakka Communications also recommends that you change the battery in the standard backup units at least every two years for maximum run life during power outages.

It is the customers responsibility to inform Myakka Communications of any non-functioning units or units in an alarm state (red light).

Myakka Communications will replace any defective battery backup units; however it is the customers responsibility to replace depleted batteries or damaged battery backup units.

Business Customers using our Polycom VoIP phones

The VoIP phones require power to each phone in order to work. If the phones are connected to a PoE switch, the switch needs to have a battery backup in place large enough to provide power to all the phones. Some phones may be powered by individual power supplies. These power supplies will also need to be plugged into a battery backup system to operate during a power outage. Since every business customer is unique regarding office layout and number of devices, we recommend you contact us for a custom quote depending on your backup needs.

TESTING

If you have telephone battery backup on your home telephone line, the most rigorous test you can perform is to turn off the main breaker and test making calls to your cell phone. If all your equipment is localized to a single room, you can turn off the breakers to that room. Testing by unplugging your battery backup units from the wall, or by turning off a single breaker, will test that the batteries are functioning, but will not uncover if someone has added a critical network component that is not properly on battery backup outside of that area.

Please contact us at 941-322-2916 or at batteryinfo@mailmt.com with any questions or to purchase replacement batteries.