

# PUBLIC NOTICE

## Backup Battery Power Supply Unit a/k/a Uninterrupted Power Supply (UPS)

Muscatine Power and Water (MPW) is required to provide you with this information when or after connecting your phone services to our fiber-optic network.

### BACKUP POWER FOR HOME PHONE SERVICE DURING POWER OUTAGES

Over a fiber connection, a backup battery power supply unit (UPS) is needed to power phone service in the event of a power outage. MPW provides an optional UPS to maintain connectivity, including 911 emergency services, via a corded, landline phone during outages. You must have at least one corded, single-line, touchtone phone connected directly to your in-home wiring telephone jack.

*Note: Cordless phones, home security systems, medical monitoring devices, or other electronic equipment requiring power, will not function without a separate battery backup or alternate power source such as a generator.*

### WHAT YOUR BATTERY CAN AND CAN'T DO FOR YOU

A UPS will maintain telephone service and allow you to make phone calls without power for up to twenty-four (24) hours on a corded, landline phone. Without a UPS or alternate backup source, you will not be able to place any calls, including emergency calls to 911.

### PURCHASE AND REPLACEMENT OPTIONS

Backup battery units and replacement batteries are available directly from MPW. Please call us at 563-263-2631 to request a UPS, a replacement battery, or for installation instructions. If you decide to purchase a third-party UPS from a local or online retailer, please contact MPW for specific requirements.

### EXPECTED BACKUP POWER DURATION

The MPW-provided UPS is expected to last up to 24 hours during a power outage and depending on temperature, outage frequency and usage, the battery's estimated life expectancy is 2-4 years. Our UPS has a self-testing feature.

### INSTRUCTIONS FOR PROPER CARE AND USE OF YOUR BATTERY

Please follow the instructions included with your battery for proper use, storage, and care. Batteries should be stored under normal room temperatures.

You should periodically test your battery to verify its operation and condition. To test: unplug it from the power outlet. If working correctly, the Optical Network Terminal (ONT) will remain powered and corded landline phones will still work. Remember to plug the unit back in after testing.

Backup units will display a battery light when the battery needs to be replaced. Please refer to the backup unit's instruction manual for details on the warning indicator lights and the battery replacement procedure.

Replacement batteries are available through MPW.

Please contact us if you have additional questions on how your MPW service operates during a power outage.