

Granby Telephone Company & GTC Broadband (GTC)

Fiber Optic Customers

Backup Power Consumer Disclosure Form

Backup Power for GTC provided 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 services (including fiber optics) require backup battery power at customer location to continue functioning during an outage. To avoid a disruption of voice or GTC provided Wi-Fi service during an outage – and to maintain the ability to connect to 911 emergency services GTC provides an uninterrupted power system (UPS) with backup battery for all customers when they are cut over to fiber service. As with all batteries, the battery provided by GTC has a limited life and will eventually need to be replaced. GTC will replace the batteries currently placed in your home with the newest backup battery, as needed.

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

The backup batteries provided by GTC for fiber installations allow you to continue to use your connected services during a power outage. Without a backup battery or alternate backup source such as a generator, fiber 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 or GTC provided Wi-Fi on fiber is by using some form of backup power.

Our backup battery does not provide power to any service or device that is not directly attached or managed by GTC installed equipment. Home security systems, medical monitoring devices, Internet routers, cordless phones, and other equipment will not run on GTC provided backup battery.

Purchase Options

You can purchase an extended life backup battery directly through GTC. If you have any questions or simply want to purchase an extended backup battery through us, please call 417-472-6211 or go to your local business office. Our 24-hour backup batteries cost approximately \$210.00 can be picked up in our business office. 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.

Expected Backup Power Duration

Standard Backup batteries are expected to last at 6 to 10 hours on standby power. If you do not feel that is enough time, you may extend your standby power by purchasing a 24-hour battery. A 30-day warranty is available for the 24-hour battery backup.