

Mulberry Telecommunications

Backup Power Disclosure

Backup power for home phone services during power outages

For many years, your land-line telephone would allow you to stay connected to emergency voice services during a power outage. However, if your residential voice telephone service is provided using fiber optics rather than the traditional twisted pair copper-based line, the residential voice telephone service requires backup battery power to continue functioning during a power outage. To avoid a disruption of home voice service during a power outage, and to maintain the ability to connect to 911 emergency services, Mulberry Telecommunications offers you the option of purchasing a backup battery for your home phones.

What your battery can – and can't – do for you

The backup battery for fiber optic voice service allows you to continue to use your voice services during a power outage. Without a backup battery or alternate backup power source such as a generator, customers with fiber, fixed wireless or coaxial cable delivered services will not be able to make calls, including emergency calls to 911. The only way to maintain the ability to use your voice service is by using some form of backup power.

Mulberry Telecommunications Policy

Our Policy here at Mulberry Telecommunications is to continue our existing policy of offering the initial battery backup to our customers at no charge. Therefore, our customers who take our phone service **will not need to purchase the initial backup battery system.** However, if a Replacement battery is required for any reason, the customer will be responsible for that cost. In addition, Mulberry Telecommunications is required to offer an additional 16 hours of battery backup capacity (for a total of 24 hours) to a customer if they want it, at the customers cost. We will charge for any additional batteries that a customer wants beyond the initial 8 hours (one Battery unit).