



Backup Power Information

If your home phone service is provided with our state-of-the-art fiber optic network, it requires electric power to operate. To avoid a disruption of home voice service during a power outage – and to maintain the ability to connect to 911 emergency services -- we at Hill Country Telephone Cooperative, Inc. or Hill Country Telecommunications, LLC (HCTC) offer you battery backup power option(s).

Where to Obtain Your Battery Backup

HCTC would like to ensure that our customers are provided reliable backup batteries that allow you to continue to use your home voice services during a power outage. That is why we offer an optional backup battery available for purchase directly from HCTC. If you have any questions or simply want to purchase a backup battery through us, please call 1-800-292-5457 or (830) 367-5333, visit our website at www.hctc.net, or visit our business office. The cost of an 8-hour backup battery is included in the Internet Services Delivery Equipment lease fee. If purchasing your battery backup from HCTC, you can guarantee that the battery will be compatible with your equipment, and we will provide helpful information about how to self-monitor and self-test the backup battery. We will also provide any applicable warranty information. Battery installation is easy, but if you do not feel comfortable installing your own battery, we would be happy to assist you. Please note, however, that there may be a charge for installation.

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

The batteries offered by HCTC are approximately 3 pounds and vary in size. Our backup batteries are expected to last at least 8 hours on standby power. That means the backup battery should give you approximately 6 hours of talk time. If you feel that is not enough time, you may extend your standby power by purchasing a 24-hour battery (\$375.00). Our backup battery does not provide power to any services other than voice. Cordless telephones, home security systems, medical monitoring devices, routers and other equipment will not run on a home phone backup battery.

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. These batteries are rechargeable. They will not last forever and should be replaced every 2 years, or when your device starts to make a loud beeping sound. That sound means that the battery is depleted, and must be replaced. See the instructions above for purchase and replacement options.