

Fiber to the Home and Power Outages: How does battery backup work to ensure continued 911 communications?

With Fiber to the Home, if the power goes out, you will have up to eight (8) hours of talk time on a *corded* landline telephone, which maintains your ability to contact 911 emergency services during this timeframe. This is made possible by the Uninterrupted Power Supply (UPS) that was installed inside your home or business during the FTTH installation process (provided at no charge by Heart of Iowa). In order to extend the talk time by 16 hours for a total of 24 hours, you now have the option to purchase and self-install batteries. Depending on the equipment at your location, the price will be \$60.00 or \$220.00 plus tax. Please contact our business office at 641-486-2211 to purchase.

Please note the battery backup does not provide power to any service other than voice (Internet, TV service, home security systems, medical monitoring device and other equipment will not run on this backup battery).