

SEMO Electric Cooperative d/b/a/ GoSEMO Fiber

Battery Backup Policy

IMPORTANT INFORMATION REGARDING YOUR PHONE SERVICE

A battery backup is designed to absorb a high amount of energy to adequately provide temporary power to the phone(s) modem in the event of an electrical power outage. There are many variables that may determine the length of time and availability to you during a power outage which may include but not be limited to:

- (i) Whether a battery backup remains properly installed in the phone modem;
- (ii) Whether a battery backup is properly charged;
- (iii) The condition and age of a battery backup; or
- (iv) The amount of usage the battery backup is subject to.

It is the customer's responsibility to provide, maintain, monitor, and/or replace a battery backup.

For your convenience, we have prepared a list of recommended options for a battery backup. For further information about our Battery Backup Policy, best practice tips, and how to best prepare for an electrical outage, please contact our Customer Service at 877-430-5418.

GoSEMO Fiber recommends a battery backup of a minimum of 450VA

- Typical pricing is between \$45 - \$80
- CyberPower - 450VA Battery Back-Up System
- Eaton - 550VA Battery Back-Up System

**TAKE NOTE:** If you have a medical alert system or security equipment, we encourage you to utilize, and maintain a battery backup. Our telephone service is designed to be used on the premises where service is installed. The equipment we install in your home or business is the property of GoSEMO Fiber. In the event you relocate or disconnect service, you must return the unit/equipment to the GoSEMO Fiber office or arrange to have it picked up. Should the unit/equipment not be returned, you will be subject to a one-time equipment charge. You assume responsibility of loss, theft, or damages to the equipment at any time until said equipment has been returned to our office or prior to the removal to the units(s) by GoSEMO Fiber.