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### Annual Notification Regarding VoIP Backup Power Options

Voice over Internet Protocol (VoIP) is a technology for communicating using “Internet protocol” rather than traditional analog systems. Your VoIP (internet telephone) service does not operate on a traditional copper line and therefore will not function during a power outage without a backup power source.

Agri-Valley Services, Corporation, d/b/a AVS Broadband (“AVS”) recommends that you acquire a standby backup power source, such as a battery, that provides a minimum of 24 hours of power. If a backup battery is not acquired, you will not be able to use your VoIP service to receive or make outgoing calls during a power outage – including calls to 911 in an emergency.

**What does a backup battery do?** If you choose to buy a battery backup, it will improve your chances of retaining telephone service for at least 24 hours during a power outage.

**Where can I get a backup battery?** You can buy a backup battery from one of many vendors that offer such products, typically at prices less than \$250 for up to six hours of power. Other backup power options include solutions such as a generator, solar power, or mobile charging stations to support your home VoIP service.

**Do I have to get a backup battery?** No, but you should consider how you would call 911 and other emergency services during a power outage. One option is your mobile phone, which also requires a charged battery to function.

**If I buy a backup battery, what am I responsible for?** You should test, use, monitor, store, self-test, and maintain it as instructed by the manufacturer. Be sure to consult the manufacturer’s backup battery warranty details, if any.

**Is the AVS VoIP service capable of accepting backup power from a backup battery?** Yes. Even though AVS does not directly offer backup power through our services, third-party backup battery units will allow you to maintain communication capabilities without retrofitting your existing AVS equipment. **NOTE:** *To maintain your VoIP service, the internet equipment installed by AVS, which may include a modem and router, plus the VoIP equipment – such as an ATA (analog telephone adapter) – and your phones need to have power to function properly.*

**Will my cordless phone work during a power outage?** Likely not. Cordless phones require their own power source and will not work during a power outage unless connected to an uninterruptible power source or unless your home is equipped with a generator.

**Will my internet work during a power outage?** Not likely. Internet equipment that is installed by AVS requires its own power source and will not work during a power outage unless connected to an uninterruptible power source or unless your home is equipped with a generator.