



Backup Power Information

Your home phone service is provided with our state-of-the-art fiber optic network and 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 IAMO Telephone provide a battery backup that is already installed for your convenience and safety. These backups are designed to provide up to 8 hours of standby power. We offer these free of charge.

IAMO also offers an OPTIONAL 24-hour battery backup for PHONE SERVICE ONLY– this must be requested by the customer and comes at an Additional Charge of \$5.00per month.

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

The battery backup provided by IAMO Telephone must be kept connected to a power source so that it maintains a charge. This will allow you to continue to use your home voice services during a power outage.

The battery provided by IAMO Telephone is expected to last at least 8 hours on standby power. That means the backup battery should give you approximately 2 hours of talk time. Cordless phones, home security systems, the internet, medical monitoring devices, routers and other equipment are not powered by the IAMO Telephone battery backup during a power outage.

Instructions for Proper Care and Use of Your Battery

Because environmental factors such as temperature can also shorten the battery's life, IAMO Telephone technicians will make every effort to install the battery backup in a location at your premise that stays above 41°F and below 104°F. The battery backup provided to you by IAMO Telephone will last approximately 5 years. IAMO Telephone will maintain and replace it should it stop working. If your services stop working, or if your battery backup starts to make a beeping sound or the green light is out, please verify that it is plugged into an electrical outlet. If your services are not restored, or if the beeping continues, please call our business office at 712.583.3232.