

Maintaining Telephone Capability During Electrical Outages

Arctic Slope Telephone Association Cooperative's (ASTAC) Fiber telephone service and Internet service require electrical power from your home to operate. IN THE EVENT OF A POWER FAILURE YOUR TELEPHONE SERVICE WILL NOT WORK, INCLUDING 911 AND ANY HOME SECURITY OR MEDICAL MONITORING THAT RELIES ON YOUR TELEPHONE SERVICE UNLESS YOU HAVE A BATTERY BACKUP OR OTHER BACKUP POWER SOURCE.

ASTAC does not provide a standard battery backup. However, backup power options are available for purchase that can provide up to eight hours of telephone service in the event of a power outage. Your battery backup has ways to diagnose when/if the battery is in need of replacement (see below). Should the battery backup need to be replaced, ASTAC does offer replacement battery backup options for purchase.

Cordless telephones require power and will not function during a power outage even if you have a battery backup for your ASTAC telephone equipment. ASTAC recommends that in addition to having a battery backup that you also maintain one corded phone connected directly to your in-home wiring for use in the event of a power failure. Additionally, you should always have an alternative means of dialing 911, such as a mobile telephone. If you have a monitored home alarm or medical device that uses ASTAC Fiber telephone or Internet service as the communications pathway, your monitored alarm will not function during a power outage without battery backup power. It is recommended that you subscribe to an alternative communications pathway such as cellular backup for your monitored alarm or medical device. ASTAC shall have no liability for the failure of your services, including 911 services to function during a power outage, including failure due to the absence or insufficiency of battery backup power.

Performance and Monitoring of Your Battery

If you purchase a battery backup from ASTAC, it is rated to last for up to eight hours in idle mode when the battery is new. The battery is intended to enable users to make short, emergency or other urgent telephone calls. During an extended power outage, use your telephone service sparingly to preserve your battery life. The actual length of time that your telephone service will be available during a power outage depends on many variables, including, but not limited to: the amount of phone usage when the service is utilizing power from the battery backup; whether the battery backup is properly installed and charged, such as whether it has had an opportunity to fully recharge after a prior outage; the condition and age of the battery backup; and the amount of prior usage of the battery. Batteries lose capacity with age. The estimated life for a new battery is three to five years.

However, actual results will vary depending on usage patterns, load, frequency of power outages, and environmental conditions, including temperature extremes and fluctuations. Failure to adhere to proper storage and usage conditions will reduce the talk time available to you in an outage and the lifespan of your battery.

Your battery should have a red indicator light as well as an audible “beep” tone to let you know when the battery is in need of replacement. Contact ASTAC if you see a red light on your battery backup or hear a “beep” at regular intervals from your battery backup.

Available Backup Power Options

For backup power lasting up to 24 hours, customers can purchase a UPS battery backup from ASTAC or from a third-party retailer. There may be an additional fee for the installation of the battery. Please contact ASTAC 1-800-478-6409 for more information or to order a battery.