

ELECTRICAL POWER IS OUT

What happens now?

If your services are hooked up to our fiber optics cable we want you to understand what happens to your services when the power goes out?

Consolidated Telcom's fiber services are powered in your house from your electric panel. When the power goes out; our services automatically switch to a back-up battery located inside our power supply. This battery, when new, is capable of up to approximately 8 hours of phone service only, as the broadband and/or video services are dropped off to preserve the life of the battery. This power supply is usually located in your utility room next to the power panel.

What about generator power?

If you have a generator that hooks up to a transfer switch and sub panel installed by a qualified electrician, then you only need to verify that the circuit that feeds our power supply is active in this sub panel. If not, we strongly suggest that you have your electrician wire this into the panel, *preferably before the next storm*. If this is wired correctly then you should have all your services as long as the generator is running.

If you have a smaller portable generator and no transfer panel or sub panel, then you will need to use an extension cord to plug into the socket on the generator (located outside) and the other end into the electrical plug for our power supply. As the generator runs it will begin to charge up the back-up battery keeping your phone service working. We urge you to be prepared to insure you have essential services during a storm.

