



New Lisbon Telephone Company

Anchored in the past. Focused on the future.

On February 13, 2016, a new FCC order took place that required large providers of wireline voice services (wireless services are not impacted) to offer their customers battery backup, so that they could make telephone calls from a wired telephone in case of a power outage. Small voice service providers were required to meet these requirements on August 16, 2016. However, the FCC order required the voice service providers to offer this battery backup to their customers at the customer's cost.

New Lisbon Telephone Company and our subsidiary, New Lisbon Broadband and Communications, decided to continue our existing policy of offering the battery backup to our customers at no charge. Our policy means customers will not need to purchase the initial battery backup system which will, under most circumstances, provide power for the equipment providing voice service to the home for up to eight hours. If a replacement battery is required for any reason, the customer will be responsible for that cost. However, if a customer has our wire maintenance plan, then the battery replacement mentioned above will be at no charge.

Additionally, in February of 2019, all voice service providers will be required to offer an additional 16 hours of battery backup capacity (for a total of 24 hours) to a customer if they want it, at the customer's cost. We will charge for any additional batteries that a customer wants beyond the initial 8 hours (one battery unit). Since most power outages in our area last far less than 8 hours, the additional batteries would not be necessary in most circumstances.

If you do not currently have our wire maintenance plan and would like to sign up, or if should have any questions about the FCC order and the current NLTC/NLBC battery backup policy, please contact our offices at 765-332-2413 or 844-785-8443 (toll free) or email us at contact@nltc.net

A handwritten signature in black ink, appearing to read "John Greene". The signature is fluid and cursive, with a large initial "J" and "G".

John Greene

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