

AFFORDABLE SERVICE. NO MATTER THE SITUATION.

## ACP and Lifeline Programs

If you or someone you know is struggling to afford broadband service, there are assistance programs available. The Affordable Connectivity Program (ACP) and Lifeline Programs can help eligible people pay for broadband internet and telephone services. The ACP provides up to \$30 per month toward internet services, and up to \$75 per month for qualifying households on Tribal lands. The Lifeline Program provides either \$5.25 per month for telephone service or \$9.25 per month towards internet service, and up to \$34.25 for qualifying households on Tribal lands. If families are eligible for both programs, they can apply and potentially receive benefits from both programs. Visit our website for more information and direct links to the ACP and Lifeline applications.

# Yes, You Can Afford Telephone and Broadband Internet Service!

For information regarding who is eligible for these programs and instructions on how to sign up, visit [www.myRTCNetworks.com/lifeline](http://www.myRTCNetworks.com/lifeline) or call us at 701.862.3115.

## Power Backup Disclosure

Your home phone service is provided with our state-of-the-art fiber optic network, and it requires A/C 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 RTC Networks will install the battery backup power for you.

### Where to Obtain Your Battery Backup

RTC Networks would like to ensure that our customers are provided reliable backup batteries that allow you to continue to use your home voice services during a power outage. That is why we install a battery backup power for your home voice service, at no charge. The battery backup power source will also be replaced at no charge by RTC Networks when needed.

### What Your Backup Battery Can (and Can't) Do for You

The battery installed by RTC Networks is a Backup unit and expected to last at least 8 hours on standby power. That means the backup battery should give you approximately 6 hours of talk time. If you require a battery backup with longer standby and talk time please contact RTC Networks for more details as we sell a 24 hour battery solution for a one time cost of \$199, which would give you up to 24 hours of standby power. If you live in a multiple dwelling unit (MDU), your backup battery may be in a shared location. If you live in a MDU and want to know where your battery backup is located, contact RTC Networks for location information. In an MDU situation, voice talk time may vary. Our backup battery does not provide power to any services other than voice. Home security systems, medical monitoring devices, routers and other equipment will not run on a home phone backup battery. Our backup battery does not provide power to any cordless telephones. In the event of a power outage, your cordless phones will not work. To have voice service you will need a standard, corded phone hooked up to a phone jack.

### Instructions for Proper Care and Use of Your Battery

RTC Networks will install the battery according to manufacturer's specifications. Environmental factors such as temperature can shorten your battery's useful life. We recommend that you store your battery above 41°F and below 104°F. They will not last forever and should be replaced when your device starts to make a beeping sound, and/or the indicator light is no longer green. This indicates that the battery is depleted and must be replaced. You will need to contact RTC Networks at 701-862-3115 when your battery needs to be replaced.

### Contact Information for Battery Power Backup

If you have any questions regarding your battery power backup, please contact RTC Networks at 701-862-3115 or email us at [service@restel.com](mailto:service@restel.com).



24 Main St N.  
PO Box 68  
Parshall ND 58770

202 College Dr  
PO Box 1229  
New Town ND 58763

215 Main St S  
PO Box 400  
Stanley ND 58784

701 14th St SW  
Watford City ND 58854