



Backup Power Obligations

If you recall, the FCC released an Order that was effective August 11, 2016 requiring Covered Providers to notify residential non-line powered subscribers (i.e. those served via fiber, fixed wireless, etc.) of service limitations in the event of a power outage. Notification must be provided to affected customers at the Point of Sale and annually.

Covered Providers are carriers that offer facilities based residential fixed voice services that are not line-powered.

Covered Providers are currently required to offer subscribers the option to purchase an 8-hour minimum standby backup power or advise them as to where they can purchase the backup power such as Best Buy, Radio Shack, etc. Carriers can provide the backup power free of charge but are not required to do so. Starting in February, 2019, the minimum increases to 24-hour minimum standby backup power, which may be accomplished via three 8-hour battery backups.

Please contact Courtney Spears (830.895.7221, cspears@gvnw.com) or Steve Gatto (830.895.7226, sgatto@gvnw.com) with any questions or concerns.