



Power Outage – Telephone Service

Will you have telephone service during a PSPS (Public Safety Power Shutoff) event?

Landline

- Any major disaster affecting power, your “landline” home phone may not work
- If you have a phone in your home that connects directly to AT&T that you pay for separately, you are probably o.k.

Internet

- But if you are getting your phone service from your internet provider as part of their package – even if you plug your phone into the wall jack – it may not work
- That form of phone service is handled by the “box” that your provider installed for you and it needs power to work!
- Some providers include battery backup in their boxes which will continue to work for a while at least, assuming that the internet hasn’t also been affected; some providers charge for the backup battery

Cell Phone

- Your best bet for phone service is a cell phone
- After the fires we’ve experienced, cell phone providers have added generators and/or battery backup to their tower equipment to maintain their service even when the power is out

