

## CoastConnect Voice Services Battery Backup (Residential Customers)

### **Backup Power for Home Phone Services during Power Outages**

For many years, your home phone would allow you to stay connected to emergency voice services during a power outage. However, many of today's advanced home phone services require backup battery power to continue functioning during a power outage. To minimize a disruption of home voice service during a power outage – and to maintain the ability to connect to 911 emergency services -- we at CoastConnect want to provide you with some options of purchasing backup power for your home phone line.

### **What Your Battery Backup Can – and Can't – Do for You**

Backup batteries for optical network terminals allow you to continue to use your home voice line during a power outage. Without a backup battery or alternate home backup power source (such as a generator), customers will not be able to make calls during a power outage, including emergency calls to 911. The only way to maintain the ability to use your voice line during a power outage is by using some form of backup power.

A backup battery does not provide power to any services other than voice. Internet service, computers, televisions, home security systems, medical monitoring devices and other equipment will not run on a residential optical network terminal's backup battery. Cordless phones and their base stations are not powered or charged by the backup battery.

### **Expected Backup Power Duration**

Backup batteries are expected to provide at least 24 hours of standby power. The backup battery should give you about 8 hours of usage power. If you feel that is not enough time, you may extend your standby power by purchasing additional batteries.

### **Purchase and Replacement Options**

If you are concerned about being able to contact 911 emergency services during a power outage, a backup battery may be a good option for you.

You can purchase a backup battery through a local retailer or online. Be sure to purchase the battery model that matches the type of voice equipment that you have. All CoastConnect customers' homes have the Calix 803G ONT.

CoastConnect does not warranty battery backup equipment. If a battery failure occurs, contact the supplier of the battery backup equipment to determine whether your battery is under warranty.

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

Please follow the detailed instructions included with your battery backup for proper use, storage and care to ensure that it will function as specified during a power outage. If you do not store your battery correctly, its useful life may be shortened.

Environmental factors such as temperature can shorten your battery's useful life. We recommend that you store your battery above 14°F and below 120°F. The estimated service life of the battery is 6 to 10 years. Batteries should be stored in a cool, dry place.

These batteries are rechargeable, however they will not last forever and should be replaced as the unit instructions indicate. The battery backup unit will indicate via an active red light when the batteries need to be serviced or are disconnected. You should test your battery periodically, as described in the instructions included with your battery, to verify both the operation of the backup battery and its condition.

## 24+ Hour Voice Backup Option

Precision Power Solutions

