

Fiber to the Home

Battery Backup Information

If your home phone service is provided through ColtonTel's fiber to the home (FTTH) network it requires electricity to operate. ColtonTel can provide a Battery Backup Unit for your phone service. With a fully charged battery in place, depending on the option chosen you will have either up to 8 hours of backup battery power for emergency phone services, including Emergency 911 dialing or up to 24 hours of battery backup power for emergency phone services, including emergency 911 dialing.

Purchase and Replacement Options

1. 8 Hour Option

The Battery Backup Unit uses a standard 12-volt 7.2Ah battery. Under this option, the battery is outside your premise and does not require additional wiring. Batteries need to be replaced from time to time and should be purchased just prior to replacement as 12-volt batteries may not maintain their shelf life when stored.

You can purchase a new battery at our ColtonTel office or you may purchase one from a third-party vendor. If you choose to purchase your replacement battery from a third-party vendor, please make sure it is a 12-volt 7.2Ah Sealed Lead Acid (SLA) battery.

A battery may be purchased from ColtonTel for a current price of \$48.00. Prices may vary over time.

2. 24 Hour Option

This option requires the installation of a battery inside your premises. This option provides a longer backup duration. However, it requires additional wiring for installation. This option is only available from ColtonTel. There are no off-the-shelf 24 hour backup batteries available from third party vendors.

This indoor battery option for up to 24 hours of battery backup power is available from ColtonTel for a price of \$160.00 for the equipment plus the actual cost of installation which is on a time and materials basis. Please contact ColtonTel for further information if you are interested in this option. Please remember that prices may vary over time.

Service Limitations

Since your phone service requires electricity to operate, during a power outage you will not be able to make or receive calls without a backup power source.

The Battery Backup Unit is meant specifically for your ColtonTel phone service and will not power cordless phones, other devices, including those that assist customers with disabilities or home security systems, or your Internet or cable service.

During a power outage, please use your phone service only for emergency calls to preserve your battery power. ColtonTel will not provide credits and is not liable for interruptions of service due to power outages.

There may be other commercially available sources of backup power, such as a generator or uninterruptible power source that may provide backup power for your phone service. Please consult the manufacturers of those types of devices for more information about their functions and capabilities.

Backup Power Duration

1. 8 Hour Option

When a fully charged 12-volt battery is installed in the Battery Backup Unit, you will have up to 8 hours of backup power for basic phone service, including calls to 911.

2. 24 Hour Option

For the 24 hour option, once fully installed, the Battery Backup Unit will have up to 24 hours of backup power for basic phone service, including calls to 911.

Proper Usage and Storage Conditions

The battery is intended to enable users to make short, emergency or other urgent telephone calls. During an extended power outage, use your telephone service sparingly to preserve your battery life. The actual length of time that your telephone service will be available during a power outage depends on many variables, including, but not limited to, the following: (i) the amount of phone usage when utilizing power from the backup battery; (ii) whether a backup battery is properly installed and charges, such as whether it has had an opportunity to fully recharge after a prior outage; (iii) the condition and age of the backup battery; and (iv) the amount of prior usage of the battery. Batteries lose capacity with age. Batteries can also lose power if they are frequently charged and discharged. Failure to adhere to proper storage and usage conditions will reduce the talk time available when you are in an outage and the lifespan of your battery.

Maintenance and Monitoring

You are responsible for monitoring and maintaining your backup battery. Battery age, usage and temperature will impact battery life and performance so reducing the amount of time the batteries remain stored and unused is recommended.

ColtonTel recommends checking your battery twice a year by unplugging the Battery Backup Unit from the wall and checking for dial tone on your phone. If your battery is no longer keeping a charge, you can purchase a replacement from ColtonTel or from a third-party vendor.

Only 12-volt 7.2Ah sealed lead acid batteries should be used in the Battery Backup Unit. Batteries should be purchased just prior to replacement as 12-volt batteries may not maintain their shelf life when stored.

Do not place batteries into fire, intense heat or liquids. Do not attempt to open or modify battery packs, and avoid skin contact with cracked or leaking batteries. For disposal information, please refer to the manufacturer's web site or please contact them directly.

Warranty

1. 8 Hour Option

ColtonTel includes a backup battery warranty when you purchase a backup battery from ColtonTel for the Battery Backup Unit.

The warranty is 3 years. Batteries typically last 4-6 years based upon the operating environment and quality of utility electrical power over the years. If you have proof of purchase of the battery, the 3 years is from the date of purchase. If not, the 3 years is based on the manufacturing date.

2. 24 Hour Option

ColtonTel provides a 5 year warranty for this option. If you have proof of purchase of the battery, the 5 years is from the date of purchase. If not, the 5 years is based on the manufacturing date.